



Global Customer Support

Inbox and Notification – Quick Guide

RegHub & Doc Hub

SIX Financial Information (October 2022)



Service Overview – How does it work?



Registration and Login



Raising a Service Request



Stay informed



Global Customer Support



Registration and Login

- 1 SIX Support and Notifications Access
- 2 SIX Support Portal Overview

1 SIX Support and Notifications Access

Register your account to receive more efficient service using the Support Portal and to subscribe for global service communication in the Notifications Portal. Registration is simple. You will be guided through the process your first time logging in. For assistance, contact your local customer support (Page 5 for contact details).

How To Access the Support and Notifications Portals

1. Start by logging in to SIX Portal

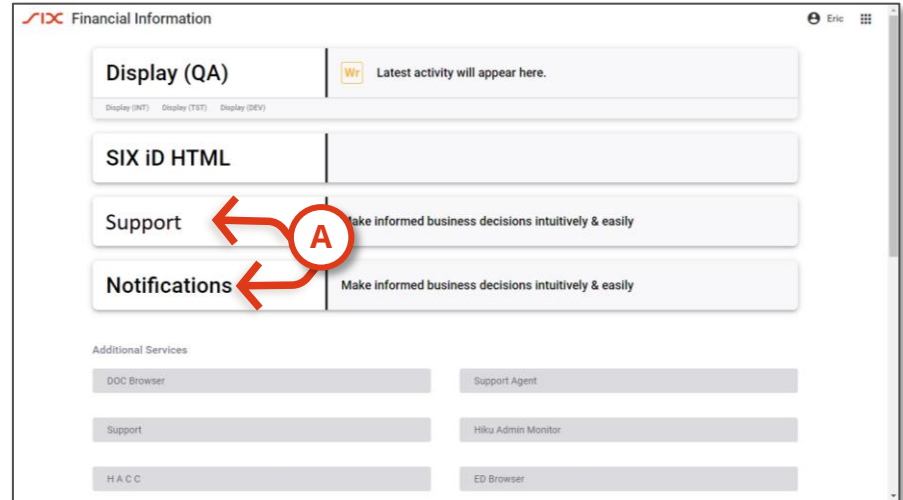
SIX Portal: (Public) <https://portal.six-group.com/>
(Private) <https://portal.fip.six-group.com>

Customer ID: Your firm's SIX account ID (e.g. **FR12345**)

User ID: Your individual user account name

Password: Don't know your password? Ask your project manager or call customer support assistance (see Page 5 for contact details)

2. Once in SIX Portal, click on **A** "Support" or "Notifications" depending on your need.
3. First time Inbox and Notification users will be guided through a simple Email verification process
4. Once your Email has been verified, you can begin requesting SIX Financial Information Customer Support via the Inbox and Notifications portal or via normal Email



2 Support Portal Overview

SIX Financial Information Customer Support works best by opening tickets directly in the Support Portal.

The Dashboard has three areas

a) Navigation:

- “Company Tickets”: view tickets from other users with your Company ID
- “My Tickets”: view tickets that you have opened
- “Archive”: view all closed tickets from your Company ID

b) Search and Filter Bar

c) Ticket List

- All tickets in your current view can be sorted by some of the columns

The screenshot displays the 'My Tickets' dashboard in the SIX FI Portal. The left sidebar shows navigation options: 'Company Tickets' (1028 tickets), 'My Tickets' (43 tickets), 'Action required' (4), 'Unread updates', 'In Progress' (41), 'Resolved' (2), and 'Archive' (502). A 'Create new ticket' button is at the bottom of the sidebar. The main area features a search bar (B) and a table of tickets. The table columns are: Subject and last message, INC Number, Created, Creator, and Modified. A specific ticket row is highlighted with a red circle (C).

Subject and last message	INC Number	Created	Creator	Modified
CH456789012 SWX Price - hello	INC...10142827	10 Aug 14:27	Young, Eric	11 Oct 16:11
still need help - Related Incident: INC000010143918	INC...10145218	11 Oct 10:52	Young, Eric	11 Oct 10:52
SIX ID - not working	INC...10145204	10 Oct 17:39	Young, Eric	10 Oct 17:40
Server is down - いつも大変お世話になっております。さて、T-STAR株式会社市場の一つで	INC...10144571	27 Sep 07:33	Young, Eric	27 Sep 07:50
Need password reset - Unfortunately, some mandatory information is missing to allocat	INC...10144570	27 Sep 07:32	Young, Eric	27 Sep 07:32
Server down - please connect me Requested product: ApiID	INC...10144449	27 Sep 07:15	Young, Eric	27 Sep 07:15
login not working - and another	INC...10144335	23 Sep 09:11	Young, Eric	23 Sep 09:13
Open CH029384838 - Related Incident: INC000010142944	INC...10143938	08 Sep 08:56	Young, Eric	08 Sep 08:56
Can't connect to my ApiID Server - Having trouble. No server response since this morning	INC...10143916	07 Sep 13:50	Young, Eric	07 Sep 13:51
please open CH905743940 - Sensitivity: C2 Internal	INC...10143839	05 Sep 15:36	Young, Eric	05 Sep 15:36
server still not repsonding - Related Incident: INC000010142947	INC...10143824	05 Sep 08:29	Young, Eric	05 Sep 08:30
SIX ID Renew license - Test	INC...10139906	12 Jul 09:27	Young, Eric	25 Aug 14:24
VDF - password reset	INC...10143290	22 Aug 10:43	Young, Eric	25 Aug 14:06
ApiID - hello	INC...10143578	24 Aug 21:34	Young, Eric	24 Aug 21:35
password reset - Related Incident: INC000010142947	INC...10143160	17 Aug 14:04	Young, Eric	18 Aug 15:35

Initiating a Service Request

- 3 Initiating a Service Request in the Support Portal
- 4 Service Request Form
- 5 Initiating a Service Request by Email

3 Initiating a Service Request Using the Support Portal

To create a Doc Hub or Reg Hub service request, access the Support Portal via the SIX Portal (<https://portal.six-group.com/>). From the Inbox landing page **A** click on "Create Ticket".

Choose **B** "Product" to report RegHub or Doc Hub technical issues.

Once a request for service has been opened, you will find it in the Inbox. Latest overview (marked in green for In Progress).

The screenshot displays the 'New Support Ticket' interface. On the left, a sidebar shows ticket counts: Company Tickets (1027, 123, 1119), My Tickets (4, 14, 43), and Archive (502). A blue 'Create new ticket' button is highlighted with a red circle 'A'. The main content area is titled 'Create new ticket' and lists categories: Reference Data Request, Market Data Request, Instrument Opening Request, Instrument Opening Options/Futures, Product Request, and General Help. The 'Product Request' category is highlighted with a red circle 'B' and an arrow pointing to it.

4 Product Request Form

A Choose from the following in the drop-down menu:

Regulatory Data Distribution

- Retrieving MIFID2 Data Packages (Cost&Charges, Target Market) delivered via VDFS, VDB, VDF Puls, EXTRA
- Delivering MIFID2 Data, PRIIP Data to SIX RegHub

Relevant Information:

User credentials, GK number (if available), detailed error description including affected Instruments, EMT/EPT File Name

Regulatory Document Distribution

- Retrieving Documents and Document Meta Data via SIX DocHub (GUI, SOAP, Meta Data Files)
- Delivering Documents and Document Meta Data to SIX DocHub

Relevant Information:

User credentials, GK number (if available), detailed error description including affected Instruments, Document Name

Regulatory Document Generation

- Document Generation with SIX DocGen

Relevant Information:

User credentials, GK number (if available), detailed error description

The screenshot shows the 'New Product Request' form in the SIX FI Portal. The form is titled 'Product Request' and features a dropdown menu for 'Product' with 'Reg' selected. Below this, there are three radio button options: 'Regulatory Data Distribution', 'Regulatory Document Distribution', and 'Regulatory Document Generation'. There is also a text field for 'Additional Recipients (CC)' and an 'Attachments' section with a 'Choose files or drag them here.' prompt. At the bottom right, there are 'Cancel' and 'Create Ticket' buttons. A red circle with the letter 'A' highlights the 'Product' dropdown menu.

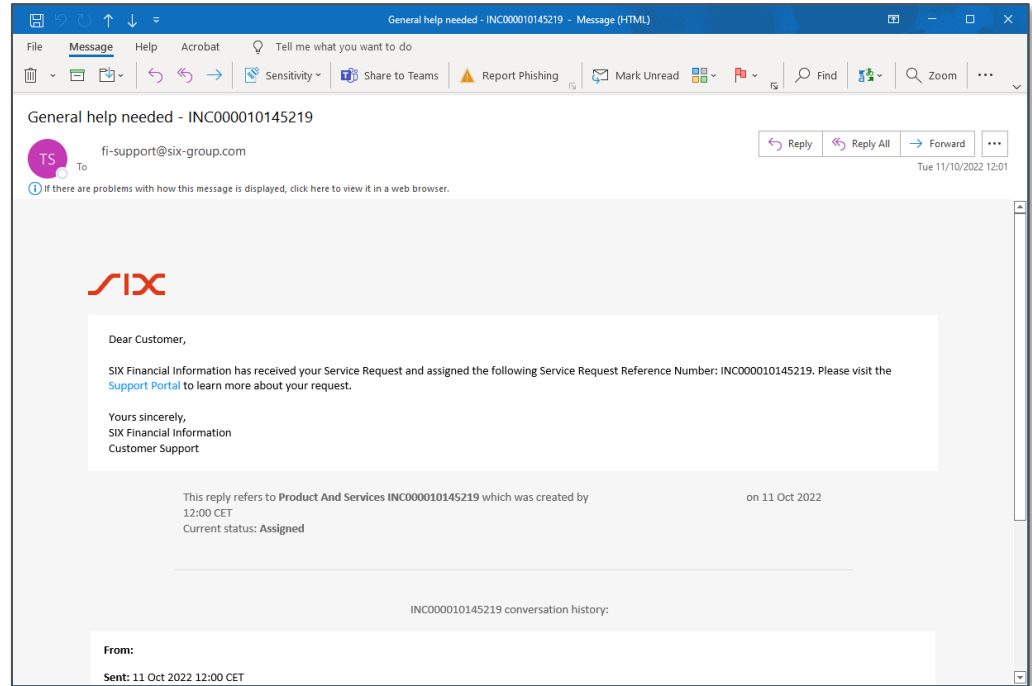
5 Initiating a Service Request – Email

Following Inbox and Notification portal registration, you can request support from SIX via Email by writing to your local customer support team. To do so, address your inquiries to the relevant address from your region (see table right).

Please include the concerned product (e.g. DocHub or RegHub) in the subject line as in the **following example**:

To: support@six-group.com
Subject: DocHub login issue

Once a ticket has been opened via Email, the request can also be tracked in the Support portal.



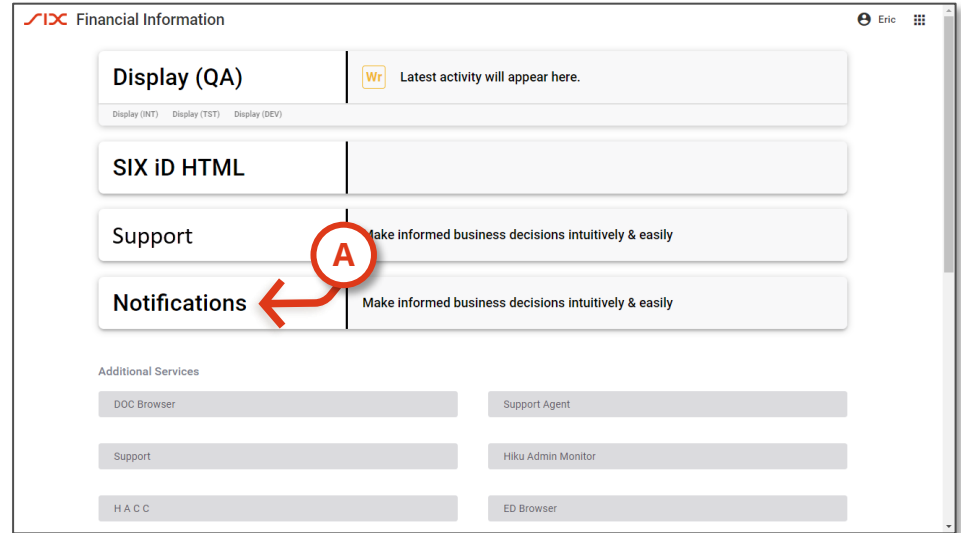
Stay informed

- 6 DocHub/RegHub Notifications
- 7 Notifications Landing Page
- 8 Subscription Page – General
- 9 Subscription Settings – Adding RegHub/DocHub Notifications

6 DocHub and RegHub Notifications

To receive published product, planned maintenance or service alert messages, simply subscribe to them in the Notifications section of the SIX Inbox and Notifications portal.

A Access the Notifications Portal from the SIX Portal (see Page 3 for details)



The screenshot displays the SIX Financial Information portal interface. The main navigation bar includes the SIX logo and the text "Financial Information". Below this, there are several menu items: "Display (QA)", "SIX iD HTML", "Support", and "Notifications". The "Notifications" item is highlighted with a red circle containing the letter "A" and a red arrow pointing to it. Below the main navigation, there is a section titled "Additional Services" which contains several buttons: "DOC Browser", "Support", "H A C C", "Support Agent", "Hiku Admin Monitor", and "ED Browser". The "Notifications" section is described as "Make informed business decisions intuitively & easily".

7 Notifications Landing Page

Notifications

Users will find:

- A** Their own subscription feed
- B** Access to all notifications for their firm
- C** Preset filters that allows users to switch between the various notification types

In addition, users can also access their:

- D** Subscription Settings, and
- E** The download area (for technical documentation)

The screenshot shows the SIX Notifications interface. At the top, there is a navigation bar with the SIX logo, the word 'Notifications', a user profile icon, and a grid icon. Below this is a secondary navigation bar with a hamburger menu, the word 'All', a dropdown menu currently showing 'Subscribed' (with callout A), and another 'All' option, followed by a search icon. On the left side, there is a sidebar with a list of notification categories and counts: '1694 All', '121 Corporate News', '10 Corporate News', '481 Product Notification', '1038 Service Alerts', '0 Targeted Service Statem', and '44 Performance'. Below this list are links for 'Download Area' and 'Subscriptions' (with callout D). The main content area features an 'Add Filter' section and a table of notifications. The table has columns for Title, Type, Author, Status, Effective, Up..., and Published. The table contains 10 rows of notification entries. Callout B points to the 'Subscribed' dropdown menu. Callout C points to the 'Product Notification' category in the sidebar. Callout E points to the 'Performance' category in the sidebar. Callout D points to the 'Subscriptions' link in the sidebar. At the bottom of the table, it says '1'694 of 1'694 Items'.

Add Filter							
Title	Type	Author	Status	Effective	Up...	Published	
Product Notifications - Data - New Data Delivery/...	Data	Petra Sch...	Distributed	27 Oct 2017, 0...	1	13 Oct 2017, 1...	
Product Notifications - Data - Change in Data Deli...	Data	Nicole Xu	Distributed	04 Dec 2017, ...	1	13 Oct 2017, 1...	
Product Notifications - Data - Change in Data Deli...	Data	David Bo...	Distributed	01 Dec 2017, ...	1	13 Oct 2017, 1...	
Service Alerts - Data Delays - Euronext Paris MON...	Data Delays	DaMon	Distributed		2	13 Oct 2017, 1...	
Service Alerts - Data Delays - Options Price Repor...	Data Delays	DaMon	Distributed		2	13 Oct 2017, 1...	
Product Notifications - Data - Change in Data Deli...	Data	Nicole Xu	Distributed	04 Dec 2017, ...	1	13 Oct 2017, 1...	
Product Notifications - Data - Change in Data Deli...	Data	Milda Tan...	Distributed	29 Oct 2017, 0...	1	13 Oct 2017, 0...	
Service Alerts - Data Outages - Philippine Stock E...	Data Out...	DaMon	Distributed		2	13 Oct 2017, 0...	
Service Alerts - Data Outages - Philippine Stock E...	Data Out...	DaMon	Distributed		2	13 Oct 2017, 0...	
Service Alerts - Data Delays - Toronto Stock Exch...	Data Delays	DaMon	Distributed		2	12 Oct 2017, 2...	
MDFStream API release 3.5.0 - Filter the streamin...	Product...	Laurent L...	Distributed	02 Oct 2017, 0...	1	12 Oct 2017, 1...	
Service Alerts - Data Delays - Euwax - Resolved	Data Delays	DaMon	Distributed		2	12 Oct 2017, 1...	

8 Subscription Page – General

Overview

- A** Product and Exchange Settings
- B** Subject-based setting (Notification types)

Note:

To access the settings for the individual categories, click on the edit icon **1**.

Do not forget to **2** save your changes after changing your settings.

The screenshot shows the SIX Notifications Subscription page. The page title is "SIX Notifications" and the page content is "Subscription". The page has a dark header with "Subscribed" and "All" tabs, and a search icon. The main content area is divided into several sections, each with an edit icon (pencil) on the right. The sections are: "Products" (Anna Service Bureau, ApiD, CARS - Corporate Action Reporting System - VDF, EvaluatedPricing, FINALIM COURS, FINALIM EMETTEURS, FINALIM OST, ImpaQt, IPS IntradayPricingService, M...), "BC/Exchange" (CTA NASDAQ OMX BX, Xetra US Stars, IOB London International Order Book, European Money Markets Institute Delayed, NYSE American, CTA NASDAQ OMX Stock Exchange, EuroTLX, CMC), "When their subject is" (Commercial Notifications: Weekly on Monday at 00:00; Corporate News: Immediately; Product Notifications: Immediately; Service Alerts: Immediately. In addition, you will receive pre-notifications as soon as possible; Planned Maintenance: Immediately; Targeted Service Statements: Immediately). The "Save" button is highlighted in blue. Red circles and arrows are used to highlight key elements: "2" points to the "Save" button; "A" points to the "Products" and "BC/Exchange" sections; "B" points to the "When their subject is" section; "1" points to the edit icons for the "Commercial Notifications", "Corporate News", and "Product Notifications" sections.

9 Subscription Settings – Adding RegHub/DocHub Notifications

Overview

A To add products to your feed, simply access the Product settings. A dropdown menu appears. Either select from the list or filter further by typing the name in of a specific product

For DocHub/RegHub Notifications, choose from **Regulatory Data Distribution, Regulatory Document Distribution** and/or **Regulatory Document Generation**.

B Remove products from your feed by clicking the delete button next to the product name

Products
None selected

Products

AIFMD
Anna Service Bureau
ApiD
CARS - Corporate Action Reporting System - VDF
ENGINE
EvaluatedPricing
EVENTIS
FATCA

Products
Anna Service Bureau, ApiD, CARS - Corporate Action Reporting System - VDF, EvaluatedPricing, FINALIM COURTS, FINALIM EMETTEURS, FINALIM OST, ImpaQt, IPS IntradayPricingService

Products

Anna Service Bureau X ApiD X CARS - Corporate Action Reporting System - VDF X EvaluatedPricing X FINALIM COURTS X FINALIM EMETTEURS X
FINALIM OST X ImpaQt X IPS IntradayPricingService X MDF - MDF Select X

Select all Clear all

Global Customer Support

10 Worldwide customer support contacts

10 Global Customer Support

Your local SIX Financial Information Customer Support team is the first point-of-contact for questions and issues concerning SIX Financial Information products and services.

The Customer Support team consists of specialists who efficiently resolve requests and issues on their own or in collaboration with specialists and Subject Matter Experts.

Country	Phone	Email	Service hours
Switzerland*	+41 58 399 5555	clientsupport.ch@six-financial-information.com	MO-FR, 07:30–18:00 CET
Austria	+49 69 717 00 111	clientsupport.at@six-financial-information.com	MO-FR, 07:30–18:00 CET
Belgium	+32 2 790 0560	clientsupport.be@six-financial-information.com	MO-FR, 08:00–17:30 CET
Canada	+1 203 328 33 99	clientsupport.ca@six-financial-information.com	MO-FR, 08:30–20:00 EST
Denmark	+45 33 41 1141	clientsupport.dk@six-financial-information.com	MO-FR, 08:30 –17:00 CET
Finland	+45 33 41 1141	clientsupport.fi@six-financial-information.com	MO-FR, 08:00–17:00 CET
France	+33 1 4729 5747	clientsupport.fr@six-financial-information.com	MO-FR, 08:00–18:00 CET
Germany	+49 69 717 00 111	clientsupport.de@six-financial-information.com	MO-FR, 07:30–18:00 CET
Ireland	+44 20 7550 5050	clientsupport.ie@six-financial-information.com	MO-FR, 08:00–17:30 BST
Italy	+39 02 76 45 63 77	clientsupport.it@six-financial-information.com	MO-FR, 08:00–18:00 CET
Japan	+81 3 3808 2233	clientsupport.jp@six-financial-information.com	MO-FR, 09:00–18:00JST
Luxembourg	+352 26 116 777	clientsupport.lu@six-financial-information.com	MO-FR, 08:00–17:30 CET
Morocco	+212 5 2227 6410	clientsupport.ma@six-financial-information.com	MO-FR, 08:30–18:30 UTC+1
Netherlands	+31 20 3012 866	clientsupport.nl@six-financial-information.com	MO-FR, 08:30–17:30 CET
Norway	+45 33 41 1141	clientsupport.no@six-financial-information.com	MO-FR, 08:30–17:00 CET
Singapore*	+65 6338 3808	clientsupport.sg@six-financial-information.com	MO-FR, 08:30–18:00 SGT
Spain	+34 91 577 5500	clientsupport.es@six-financial-information.com	MO-FR, 08:00–18:00 CET
Sweden	+46 8 5861 6400	clientsupport.se@six-financial-information.com	MO-FR, 08:00–17:30 CET
UK*	+44 20 7550 5050	clientsupport.uk@six-financial-information.com	MO-FR, 08:00–17:30 UCT
USA*	+1 203 328 33 99	clientsupport.us@six-financial-information.com	MO-FR, 08:30–20:00 EST

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