Notice to all Members,

Subject: Revised Contact Details

Pursuant to the DGCX By-Laws, and Clearing Rules of the DCCC, Members are hereby advised of the following.

In order to improve the levels of service provided by both DGCX and DCCC ("the DGCX Group") to Members and partners, changes have been made to DGCX Group contact details as described in Appendix I. The aim is to provide Members and partners with a direct channel to the relevant area within the DGCX Group, rather than via a support desk. In addition to the provision of area-specific group email addresses, both the main switchboard number (+971 4 361 1616) and the support number (+971 4 361 1600) have been reprogrammed to provide more appropriate options to route calls to the relevant area.

Members and partners are requested to take note of these changes and amend their own records accordingly. These changes will take effect on and from **Monday, 02 December 2019**.

In addition, with regard to Notices and emails (circulars) issued by DGCX and/or DCCC, Members are requested to complete the form that can be found at Appendix II, and to return to **membership@dgcx.ae**, by no later than **Thursday, 14 November 2019**. Members are strongly recommended to provide group email addresses for the receipt of Notices and circulars rather than individual email addresses.

For further information regarding this Notice, please contact the relationship management team.

For Dubai Gold & Commodities Exchange

Maggie Mansour
Director of Compliance and Membership

T.: (+9714) 36 11 616   Level UP (Floor 37), Gold Tower (AU)
F.: (+9714) 36 11 617   Cluster I, Jumeirah Lakes Towers (JLT)
E.: info@dgcx.ae   PO. Box 37736, Dubai, UAE

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DGCX Group – Contact Details

Department	Description	Phone No.	Email
Relationship Management	All matters relating to individual Members.	+971 4 361 1616	rm@dgcx.ae
Product Development	Queries regarding existing products and new product initiatives.	+971 4 361 1616	products@dgcx.ae
Compliance	Compliance related queries including DGCX By-Laws, DCCC Clearing Rules, Member inspections and complaints.	+971 4 361 1616	compliance@dgcx.ae / complaints@dgcx.ae
Membership	New applications, ongoing applications, renewals and changes in membership category.	+971 4 361 1616	membership@dgcx.ae
Vendor Billing	Queries relating to market data, co-location, bandwidth, internet charges, and general ISV/Vendor billing issues.	+971 4 361 1647	vendorbilling@dgcx.ae
*Clearing & Settlement	All post-trade activities, including collateral management, margining and new EOS User ID requests.	+971 4 361 1600	clearing@dccc.co.ae
*Trading & Surveillance	All real-time market activity, including cancelling orders, trade invalidation, price limit amendments, wholesale trade submission, password change and EOS User ID enable/disablement.	+971 4 361 1600	tradingsurveillance@dgcx.ae
*Information Technology	IT related queries, including; EOS software installations, F5 VPN, IP-sec tunnels, point to point & MPLS, version upgrades, colocation services and any issues concerning technical connectivity.	+971 4 361 1600	it@dgcx.ae

Emergency Contact Details

*These departments are staffed during market hours, and outside of these times can be contacted as follows:

Department	Phone No.	Email
Clearing & Settlement	+971 547 933 429	clearing@dccc.co.ae
Trading & Surveillance	+971 566 888 502	tradingsurveillance@dgcx.ae
Information Technology	+971 565 333 429	it@dgcx.ae

T.: (+9714) 36 11 616
F.: (+9714) 36 11 617
E.: info@dgcx.ae

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Member Contact Details

Members are requested to complete the form below and return to: **membership@dgcx.ae** by no later than **Thursday, 14 November 2019**.

Contact Description	Details	
Member Name		
Member CM / TM ID		
Main Contact Person		
Main Contact Number		
Emergency Contact Number		
Compliance		
Contact Name		
Email		
Contact Number(s)		
Trading & Surveillance		
Contact Name		
Email		
Contact Number(s)		
Clearing & Settlement		
Contact Name		
Email		
Contact Number(s)		
Information Technology		
Contact Name		
Email		
Contact Number(s)		
Notices & Circulars		
Email address for DGCX		
Email address for DCCC		