

**Notice No.:** TECH-2007-007a

**Issue Date:** March 23rd, 2007

**Sub.: DGCX Interactive Voice Response System(IVR)**

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Notice to all concerned

**Sub.: Introduction of Interactive Voice Response System (IVR)**

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Dear Member,

In our constant endeavor to enhance our service delivery by providing innovative solutions to members, we are pleased to inform you that your Exchange will introduce a telephone based Interactive Voice Response System (IVR System) facility to provide efficient and quick response to meet variety of your needs. Using this facility, you may submit your requests for Order Cancellation / Password Resets for TWS, MAT & VPN over telephone with the Exchange. Also, the existing arrangements of executing above mentioned requests using fax will continue to be available.

Interested members, who wish to take the advantage of this new facility will need to register themselves with the Exchange by submitting an indemnity letter (see Annexure I) to the Exchange. Once the request is approved, a unique Telephone Identification Number (TIN code) will be assigned to the respective DGCX Member.

The salient features of this new facility and procedures to access the same are given the Annexure II which is attached herewith.

For the faster response, you may send the indemnity letter by fax on **+9714 361 1669** and the original can be posted on the below given address

Client Servicing Department  
Dubai Gold & Commodities Exchange  
Emaar Business Park, Level 1, Bldg 2,  
Sheikh Zayed Road,  
Dubai, UAE.

Members are encouraged to use this facility to its fullest potential.

Should you need any further information, please feel free to get in touch with our Client Servicing team on **+971 4 361 1600** or by email to **support@dgcx.ae**.

Thanking you.

Yours faithfully,

**For Dubai Gold & Commodities Exchange**

**Basab Banerjee**

**Head of Technology**

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**Annexure-I - Application for Approval of usage of IVR System**

**Note:** To be printed on the letterhead of respective Trade/Broker Member with the Company Stamp/Seal.

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Date:

To:

Dubai Gold & Commodities Exchange,  
Emaar Business Park, Bldg. No.2, Level 1  
Sheikh Zayed Road  
P.O. Box 37736  
Dubai, U.A.E.

Dear Sir/Madam,

**Re.: Application for Approval of usage of IVR System**

We, \_\_\_\_\_ (Name of Broker/Trade Member) hereby would like to register ourselves for the usage of proposed Interactive Voice Responding System (IVR System) of the Exchange. Request you to kindly arrange to issue the Telephone Identification Number (TIN) for the same. Our Trade Member Name & ID are as follows,

Name of the Member : \_\_\_\_\_

Trade Member ID (TMID) : \_\_\_\_\_

We hereby agree and bind ourselves to be responsible for all acts and activities carried out by the Exchange that are affected using IVR System.

We shall indemnify and hold DGCX harmless for any direct or indirect loss, damage, costs, claims and expenses whatsoever:

- a) arising from mechanical or electrical or telephone or network breakdown or power failure or malfunction of any computer hardware and/or software and/or our server and/or any other auxiliary equipment which are directly or indirectly related to the IVR systems or any other cause beyond the reasonable control of DGCX.

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- b) based upon special indirect economic or consequential loss or damage including, but not limited to loss of profit, business revenue, opportunity costs, goodwill or anticipated savings;  
or
- c) misuse or loss of Telephone Identification Number; or
- d) Caused or contributed to by any event of force majeure. For purposes of this Clause, "Force Majeure" means and includes wars, insurrections, revolution, fires, floods, epidemic quarantine restrictions, declared general strikes in relevant industries, act of God, act of the Government, any concerned Government authorities and such other acts or events beyond DGCX's control, and further the above is without prejudice to the rights already accrued to DGCX due to our failure to perform either in full or in part, our obligations prior to the occurrence of events of force majeure.
- e) Or any other nature or type.

We shall take all necessary precautions to maintain confidentiality of TIN code and shall not divulge such information to any person (except to our own employees and then only to those employees who need to know the same). In no event shall DGCX be hold responsible for any misuse of TIN code by any of our directors/ officers/ employees/ agents.

We agree to maintain all necessary records for any task, executed through IVR System in the manner as prescribed by the Exchange from time to time. We further hereby undertake to abide by By-Laws of the Exchange and any such instructions as may be communicated by Exchange in this regard.

We would request you to kindly allocate the TIN Password in the aforesaid name at the earliest.

Yours faithfully,

**Authorized Signatory**

Name:

Designation:

Trade/Broker Member Code:

## **Annexure II -Dial in Procedure to access DGCX IVR System**

### **Methodology**

- Each Member would be assigned with unique TIN code against their TM ID
- The Member has to request the Exchange to avail this facility (as per the format attached) and the TIN code will be generated once we receive this document from your end
- Once the TIN code is generated we will email the new code to your official Email IDs
- Based on your menu selection the call will be diverted to appropriate client servicing representative who will take your request on line

### **Access Process**

**Step 1-**Member has to dial to +9714 361 1600 to access the IVR

**Step 2-** You will be prompted to Please 1 if you have valid TIN or you may Press 0 to speak to the client servicing representative

**Step 3 –** If you press 1 they system will prompt you to key in the Member ID followed by the unique TIN code

**Step 4 -** If you don't have TIN code, you may press zero (0) anytime during the call to speak to the client services team

**Step 5 -** Once the authentication is through and you have successfully logged in to the system the following sub menus can be selected based on your requirement,

- 1 - Order Cancellation
- 2 - TWS & MAT Password Reset
- 3 - VPN Password Reset
- 4 - Change the PIN

You can press zero (0) to talk to an agent from Client Servicing Team at any point in time during your call.

### **TIN Change Process**

During the first login the system will prompt you to change the TIN and new TIN has to be entered which should be of 6 digits.

Note: If the Member code / TIN code is entered incorrectly for more than 3 attempts, the call will be diverted to the Client Servicing Agent.

### **TIN Reset Procedures**

If you wish to reset your TIN number, kindly send us an official fax on +9714 361 1669 requesting the same.

Once the request is processed the new password will be mailed to official Email ID of the Member for security and authentication purposes.

It is a good practice to change the TIN code periodically for security reason.