

SEMOpX Contacts

Query Type	Email To	Copy To	Phone
Auctions - ETS Password reset			ROI: 1800 283010 NI: 0800008 3010 International +353 1 6688183 Select option 1, you will be through to the Market Operations – Auctions team
Auctions - ETS Connectivity or Performance Issue			
Auctions - ETS Bid Submission Query			
Auctions – ETS Market Results Query			
General Query on ETS functionality			
Continuous - M7 Password reset	marketops@ops.semopx.com	info@semopx.com	ROI: 1800 283010 NI: 0800008 3010 International +353 1 6688183 Select option 2, you will be through to the Market Operations – Continuous team
Continuous - M7 Connectivity or Performance Issue			
Continuous - M7 Order Submission Query			
Continuous - M7 Trade File Query			
General Query on M7 functionality			
Setting Trade Limits	clearing@ecc.ie	info@semopx.com	n/a

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Auctions - ETS Product Query	info@semopx.com	n/a	ROI: 1800 283010 NI: 0800008 3010 International +353 1 6688183 Select option 3 , you are through to the SEMOpX Helpdesk team who will direct your query
Continuous - M7 Product Query		n/a	
Website Market Data Query		n/a	
Website Content Query		n/a	
Training Request		n/a	
Add new Unit to your Member	registration@semopx.com	n/a	ROI: 1800 283010 NI: 0800008 3010 International +353 1 6688183 Select option 4 , and ask to speak with the Registration team
Add new ETS/M7 User		n/a	
Add new Trader		n/a	
SEMOpX Invoicing Query	clearing@ecc.de	info@semopx.com	ECC Clearing Phone: +49 341 24680-444
SMSS Member Area Login Details (Password Reset)	Memberreadiness@ecc.de	registration@semopx.com	ECC Member Readiness Phone: +49 341 24680 -261
ECC Member Registration Query			
SEMOpX Rules or Procedures Modification	ExchangeCommittee@semopx.com	n/a	ROI: 1800 283010 NI: 0800008 3010 International +353 1 6688183 Select option 3 , you are through to the SEMOpX Helpdesk team who will direct your query
SEMOpX Market Surveillance <i>*contact treated as confidential</i>	monitor@semopx.com	n/a	ROI: 1800 283010 NI: 0800008 3010 International +353 1 6688183 Select option 3 , you are through to the SEMOpX Helpdesk team who will direct your query