

SEMOpX Contacts

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

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Auctions - MATS Product Query	info@semopx.com	n/a	ROI: 1800 283010
Continuous - M7 Product Query		n/a	NI: 0800008 3010
Website Market Data Query		n/a	International +353 1 6688183
Website Content Query		n/a	Select option 3, you are through to the SEMOpX Helpdesk team who will direct your query
Add new Unit to your Member	registration@semopx.com	n/a	ROI: 1800 283010
Add new MATS/M7 User		n/a	NI: 0800008 3010
Add new Trader		n/a	International +353 1 6688183
			Select option 4, and ask to speak with the Registration team
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
ECC Member Registration Query			Phone: +49 341 24680 -261
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