



exchange data international

Worldwide Corporate Actions

V. 3.1



Helping the global financial community make informed decisions through the provision of fast, accurate, timely and affordable reference data services

With more than 20 years of experience, we offer comprehensive and complete securities reference data for equities and fixed income instruments around the globe.

Our customers can rely on our successful track record to efficiently deliver high quality data sets including:

- Worldwide Corporate Actions
- Worldwide Fixed Income
- Security Reference File
- Worldwide End-of-Day Prices

Exchange Data International has recently expanded its data coverage to include economic data. Currently it has three products:

- African Economic Data www.africadata.com
- Economic Indicator Service (EIS)
- Global Economic Data

Our professional sales, support and data/research teams deliver the lowest cost of ownership whilst at the same time being the most responsive to client requests.

As a result of our on-going commitment to providing cost effective and innovative data solutions, whilst at the same time ensuring the highest standards, we have been awarded the internationally recognized symbol of quality ISO 9001.

Headquartered in United Kingdom, we have staff in Canada, India, Morocco, South Africa and United States.



Contents

Introduction to WCA.....	4
Now Available via The Beast Apps.....	4
Different Types of Corporate Action Feeds	6
ISINs Format	6
Sedol Format.....	6
FIGIs Format	6
Detailed Note File	6
Event Coverage: Security Level	7
General Events	7
Capital Change Events.....	8
Securities Exchange Events.....	10
Event Coverage: Issuer Level	12
Exchange Coverage	13
Europe	13
Africa.....	15
Middle East.....	15
Asia	16
Oceania	17
North America	17
Latin America & the Caribbean	18

Introduction to WCA

The **Worldwide Corporate Actions** service is a cost-effective solution that helps customers manage corporate action information. Since its launch in April 2002, EDI has constantly developed this service to meet clients ever changing needs. In the first half of 2008, Exchange Data International concentrated on strengthening its corporate actions service by widening their security coverage to structured products and covered warrants.

This service covers over 100 countries. Announcements are directly sourced from exchanges and other sources globally, making a total of 400 sources on a daily basis. Our database is updated three times a day to ensure that customers receive timely information in respect of each geographic region. Asia/Pacific, Europe/Middle East and Americas are uploaded according to the different time zones.

The **Worldwide Corporate Actions** service is programmed in the ISO 15022 message standard. And as a result, announcements are available in MT564 and 568 formats, and firms can easily populate mainframe systems and in-house security portfolios. **EDI is ISO 15022 2015 compliant.**

This Service is available either via a web-interface or a FTP connection.

The web-based application offers:

- Key search facilities
- Key data calendar
- Event announcements
- Portfolio import facility
- Download capabilities.

Subscribers of the web service also receive daily emails of new announcements for stocks in their portfolio and their selection of events.

Now Available via The Beast Apps

The Beast App's BeastExcel technology allows a user to get the EDI provided Worldwide Corporate Action, Closing Prices and Reference Data for Equities data directly into Excel. EDI and The Beast Apps have built an Excel plugin that requires Microsoft Excel 2010 or later. It installs in a local user profile without needing any admin access.

Using the EDI BeastExcel plugin, a user connects to The Beast Apps cloud based system over the internet, using a secure connection, no network changes needed. A user now can pull in any Worldwide Corporate Action, Closing Prices and Reference Data directly by selecting a date (or leave it blank for the latest file) and the data will appear in the Excel

spreadsheet instantly. This removes inefficiencies associated with the manual process and repeating the task every time you need the file.

The Beast App's BeastExcel technology allows a user to get the EDI provided Worldwide Corporate Action, Closing Prices and Reference Data for Equities data directly into Excel. EDI and The Beast Apps have built an Excel plugin that requires Microsoft Excel 2010 or later. It installs in a local user profile without needing any admin access.

A user can get this data in any existing Excel file. Once saved, next time when the user opens the Excel file, the data gets refreshed automatically. This allows a user to effectively pull in, refresh and use the EDI provided Worldwide Corporate Action, Closing Prices and Reference Data, as and when needed, and however often needed, allowing for an easy integration in their current workflow, eliminating the need of an ftp download, copy, save, open and integrate based workflow.

Different Types of Corporate Action Feeds

All these corporate actions files include the same corporate actions announcements and the only difference is the inclusion of certain identifiers

ISINs Format

680 file – corporate actions announcements with ISINs and no sedols

683 file – corresponding security master file with ISINs and no sedols

Sedol Format

690 file – corporate actions announcements with Sedols included along with ISINs – license with LSE is required for sedols

693 file - corresponding security master file with sedols included along with ISINs – license with the LSE is required for sedols

FIGIs Format

695 file – corporate actions file with FIGIs codes and no sedols included

698 file - corresponding security master file FIGIs codes and no sedols included

Detailed Note File

689 file – Detail notes files associated with all the corporate actions announcements files

685 file format – Customize file format with security master file with sedols and FIGIs codes included along with shares listed and outstanding. License with the LSE required for sedols

Event Coverage: Security Level

The current WCA 620 feed comprehensively covers all corporate actions events affecting global securities but can easily be customized to client's requirements in terms of geographical coverage or event types.

For each event covered by the WCA service we provide the following fields enabling an easy identification of the security affected by the event and the type of the event:

- Event type
- Creation Date
- Change Date
- Issuer Name
- Country of Incorporation
- Instrument Type
- Security Description
- Par Value
- Currency
- ISIN, US Code, Local Code
- Primary Exchange
- Exchange & Country
- -Country of Registration
- Listing Status
- Listing Date

As mentioned before the WCA services provided detailed information on crucial corporate actions events affecting securities worldwide. EDI has recently incorporated Financial Instrument Global Identifiers (FIGI) into the WCA service, so users can now request to add these identifiers to their feed and easily cross-check both data sets.

Below is the list of the events currently covered and their specific fields:

General Events

- **Announcement:** Notification Date; Related Event ; Related Event ID; Notes
- **Arrangement:** Record Date; Ex Date; Pay Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Call:** Record Date; Call Number; Currency; Due Date; Amount apportioned to Face Value; Amount Apportioned to Share Premium Account; Record Date ID & Notes; Registration Date; Priority; Notes
- **Company Meeting:** AGM Date; AGM Time; Meeting Type; Financial Year End Date; Address
- **Lawsuits/Class Actions:** Effective Date; Notes
- **Listing Status Change:** Notification Date; Effective Date; Related Event; Related Event ID; Reason Static Data Change Events
- **Financial Year Change:** Previous & New Financial Year Start Date; Previous & New Financial Year End Date

- **Incorporation Change:** Effective Incorporation Change Date; Previous & New Country Code; Related Event; Related Event ID
- **International Code Change:** Effective Date; Previous & New Code (ISIN, US...); Related Event; Related Event ID
- **Issuer Name Change:** Effective Name Change Date; Previous & New Name; Related Event; Related Event ID; Legal Name; Notes
- **Local Code Change:** Effective Date; Previous & New Code; Related Event; Related Event ID
- **Lot Change:** Effective Date; Previous & New Lot Size; Previous & New Lot Minimum Trading Quantity
- **Odd Lot Offer:** Event Type; Option; Serial Number; Cash; Stock & Both; Pay Date; Dutch Auction; Default Option; Option Election Date; Buy In; Buy In Price
- **Security Description:** Date of Change; Related Event; Related Event ID; Previous & New Description; Notes
- **SEDOL™ Change:** Effective Date; Previous & New SEDOL™; Related Event; Related Event ID; Previous & New Country; Previous & New Regulation Country; Notes

Capital Change Events

- **Assimilation:** Assimilation Date; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™
- **Bankruptcy:** Notification Date; Filing Date; Notes
- **Bonus / Capitalisation:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Offered Security Type; Resultant Security ID; Resultant ISIN, SEDOL™ ; Lapsed Premium; Record Date ID & Notes; Registration Date; Priority; Notes
- **Bonus Rights:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Currency; Issue Price; Subscription Starting & Ending Date; Split Date; Trade Starting & Ending Date; Offered Security Type; Resultant Security ID; Resultant ISIN, SEDOL™...; Trading Security ID; Trading Security ISIN, SEDOL™; Over Subscription; Record Date ID & Notes; Registration Date; Priority; Notes
- **Buy Back / Repurchase Offer:** Record Date; Option ID; Serial ID; Type of Payment; Currency; Price Range; Qualifying Quantity Range; Buy Back Pay Date; Quantity Range; Tender Strike Price ; Tender Strike Step; Buy Back Starting & Ending Date; Acceptance Quantity Range; Total Percentage of Shares Outstanding range; Record Date ID & Notes; Registration Date; Priority; Notes
- **Capital Reduction:** Record Date; Fractions; Effective Date; Previous & New Par Value; Previous & New Ratio; Pay Date; New Code (ISIN, US...); New Code Effective Date; Record Date ID & Notes; Registration Date; Priority; Notes

- **Consolidation / Reverse Stock Split:** Record Date; Ex Date; Pay Date; Currency; Previous & New Par Value; Previous & New Ratio; Fractions; New Code (ISIN, US...); New Code Effective Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Conversion Terms:** Currency; Conversion Price; From/To Date; Previous & New Ratio; Mandatory & Optional Flag; Part or Final Flag; Fractions; Foreign Exchange Rate; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™; Notes
- **Conversion Terms Change:** Effective Date; Previous & New Resultant Ratio; Previous & New Security Ratio; Previous & New Currency; Previous & New Conversion Price; Previous & New From/To Date; Previous & New Foreign Exchange Rate; Previous & New Resultant Security Type; Previous & New Resultant Security ID; Previous & New Resultant ISIN, SEDOL™; Related Event ; Related Event ID; Conversion ID; Notes
- **Currency Redenomination:** Effective Date; Previous & New Currency; Previous & New Par Value; Related Event ; Related Event ID; Notes
- **Distribution / Distribution in Specie:** Record Date; Ex Date; Pay Date; Option ID; Serial ID; Type of Payment; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™ ; Record Date ID & Notes; Registration Date; Priority; Notes
- **Divestment:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Currency; Subscription Starting & Ending Date; Price Range; Tender Strike Price; Tender Strike Step; Qualifying Quantity Range; Acceptance Quantity Range; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™ ; Trading Security ID; Trading Security ISIN; Record Date ID & Notes; Registration Date; Priority; Notes
- **Dividend:** Record Date; Ex Date; Pay Dates; Financial Year End Date; Period End Date; Frequency; Marker; Nil Dividend; Option ID; Dividend Type; Currency; Percentage; Gross & Net Dividend; Cancelled Flag; Tax Rate; Previous & New Ratio; Fractions; Depository Fees; Coupon; Rate; Election Date Flag; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™...; Record Date ID & Notes; Registration Date; Priority; Notes
- **Dividend Reinvestment Plan:** Record Date; Ex Date; Pay Dates; Period; Country of DRIP; DRIP Last Date; DRIP Price; Crest Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Franking:** Record Date; Ex Date; Pay Dates; Period; Country (Franking Rules); Franking Type; Franked & Unfranked Amount; Record Date ID & Notes; Registration Date; Priority; Notes
- **Entitlement / Open Offer:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Currency; Entitlement Issue Price; Subscription Starting & Ending Date; Over Subscription; Offered Security Type; Resultant Security ID; Resultant ISIN,™...; Record Date ID & Notes; Registration Date; Priority; Notes
- **Liquidation:** Option ID; Serial ID; Type of Payment; Liquidation Date; Currency; Liquidation Price; Record Date; Liquidator; Address; Telephone; Fax; Email; Liquidation Terms

- **Par Value Redenomination:** Effective Date; Currency; Previous & New Par Value; Related Event ; Related Event ID; Notes
- **Redemption Terms:** Currency; Redemption Price; Redemption Date; Mandatory & Optional Flag; Part or Final Flag; Redeemed Amount; Redemption Type; Redemption Increment; Redemption Value; Redemption Premium; Redemption Percentage; Redemption Default; Pool Factor; Notes
- **Return of Capital:** Record Date; Effective Date; Currency; Cash Back per Share; Pay Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Rights:** Record Date; Effective Date; Pay Date; Previous & New Ratio; Fractions; Currency; Issue Price; Subscription Starting & Ending Date; Split Date; Trade Starting & Ending Date; Offered Security Type; Resultant Security ID; Resultant ISIN, SEDOL™...; Trading Security ID; Trading Security ISIN; Lapsed Premium; Over Subscription; Record Date ID & Notes; Registration Date; Priority; Notes
- **Sub Division / Stock Split:** Record Date; Ex Date; Pay Date; Previous & New Currency; Previous & New Par Value; Previous & New Ratio; New Code (ISN, US...); New Code Effective Date; Fractions; Record Date ID & Notes; Registration Date; Priority; Notes

Securities Exchange Events

- **Certificate Exchange:** Starting Date; Ending Date; Related Event; Related Event ID; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™...
- **Demerger / Spin Off:** Record Date; Ex Date; Pay Date; Option ID; Serial ID; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™ ; Effective Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Merger:** Record Date; Ex Date; Pay Date; Option ID; Serial ID; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™; Currency; Minimum Price; Effective Date; Appointed Date; Merger Status; Record Date ID & Notes; Registration Date; Priority; Companies; Approval Status; Merger Terms
- **New Listing:** Includes all the reference fields common to all events (see above)
- **Preferential Offer:** Record Date; Ex Date; Pay Date; Currency; Price Range; Offeree Name; Previous & New Ratio; Fractions; Subscription Starting & Ending Date; Tender Strike Price; Tender Strike Step; Quantity range; Qualifying Quantity Range; Acceptance Quantity Range; Offered Security Type; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™; Record Date ID & Notes; Registration Date; Priority; Notes
- **Purchase Offer:** Record Date; Ex Date; Pay Date; Currency; Negotiated Price; Offer Opening & Closing Date; Quantity range; Tender Strike Price; Tender Strike Step; Total Percentage of Shares Outstanding range; Price

Range; Qualifying Quantity Range; Acceptance Quantity Range; Sealed Bid Flag; Record Date ID & Notes; Registration Date; Priority; Notes

- **Security Reclassification:** Effective Date; Related Event; Related Event ID; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™; Previous & New Ratio; Notes
- **Security Swap:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL™; Record Date ID & Notes; Registration Date; Priority; Notes
- **Takeover / Amalgamation:** Record Date; Option ID; Serial ID; Payment Type; Fractions; Previous & New Ratio; Quantity range; Qualifying Quantity Range; Takeover Pay Date; Currency; Price Range; Tender Strike Price; Tender Strike Step; Resultant Security ID; Resultant Security Type; Resultant Identifier Code; Hostile Flag; Takeover Status; Offeror Name; Open & Close Dates; Offeror's Pre-offer Quantity & Percentage; Target Quantity & Percentage; Unconditional Date; Compulsory Acquire Balance Date; Acceptance Quantity Range; Mini Takeover Flag; Record Date ID & Notes; Registration Date; Priority; Notes.

Note: * SEDOL is a registered trademark of London Stock Exchange plc.

** Field & Event coverage subject to sourcing and availability.

Event Coverage: Issuer Level

- **Announcement:** Notification Date; Related Event; Related Event ID; Notes
- **Bankruptcy:** Notification Date; Filing Date; Notes
- **Financial Year Change:** Previous & New Financial Year Start Date; Previous & New Financial Year End Date
- **Incorporation Change:** Effective Incorporation Change Date; Previous & New Country Code; Related Event; Related Event ID
- **Issuer Name Change:** Effective Name Change Date; Previous & New Name; Related Event; Related Event ID; Legal Name; Notes
- **Lawsuits/Class Actions:** Effective Date; Notes
- **Liquidation:** Option ID; Serial ID; Type of Payment; Liquidation Date; Currency; Liquidation Price; Record Date; Liquidator; Address; Telephone; Fax; Email; Liquidation Terms
- **Meeting:** AGM Date; AGM Time; Meeting Type; Financial Year End Date; Address, City, Country Code
- **Registered Office Change:** Old Head Office Address, New Head Office Address, Old Regional Office Address, New Regional Office Address, Date of Change

Exchange Coverage

Included below is the exchange covered by WCA as per April 2015.

Europe

Country	Exchange
Armenia	NASDAQ OMX Armenia
Austria	Vienna Stock Exchange
Belarus	Belarusian Currency and Stock Exchange
Belgium	NYSE Euronext Brussels
Bosnia and Herzegovina	Banja Luka Stock Exchange
Bulgaria	Bulgarian Stock Exchange – Sofia
Channel Islands	Channel Islands Stock Exchange
Croatia	Zagreb Stock Exchange
Cyprus	Cyprus Stock Exchange
Czech Republic	Prague Stock Exchange
Denmark	Nasdaq OMX Nordic Copenhagen
Estonia	Nasdaq OMX Baltic Tallinn
Finland	Nasdaq OMX Nordic Helsinki
France	NYSE Euronext Paris
Germany	Berlin Stock Exchange
Germany	Dusseldorf Stock Exchange
Germany	Frankfurt Stock Exchange
Germany	Hamburg Stock Exchange
Germany	Hanover Stock Exchange
Germany	Munich Stock Exchange
Germany	Stuttgart Stock Exchange
Georgia	Georgia Stock Exchange
Greece	Athens Exchange
Hungary	Budapest Stock Exchange
Iceland	Nasdaq OMX Nordic Iceland
Ireland	Irish Stock Exchange
Italy	Italian Exchange
Latvia	Nasdaq OMX Baltic Riga
Lithuania	Nasdaq OMX Baltic Vilnius

Country	Exchange
Luxembourg	Luxembourg Stock Exchange
Macedonia	Macedonian Stock Exchange
Malta	Malta Stock Exchange
Netherlands	NYSE Euronext Amsterdam
Norway	Norwegian OTC
Norway	Oslo Bors
Poland	Warsaw Stock Exchange
Portugal	NYSE Euronext Lisbon
Romania	Bucharest Stock Exchange
Russia	Moscow Exchange MICEX-RTS
Russia	Russian Trading System
Serbia	Belgrade Stock Exchange
Slovak Republic	Bratislava Stock Exchange
Slovenia	Ljubljana Stock Exchange
Spain	Barcelona Stock Exchange
Spain	Bilbao Stock Exchange
Spain	Madrid Stock Exchange
Spain	Spanish Stock Exchange Interconnection System
Spain	Valencia Stock Exchange
Sweden	Nasdaq OMX Nordic Stockholm
Sweden	Nordic Growth Market
Switzerland	Bern Exchange
Switzerland	SIX Structured Products Exchange
Switzerland	Six Swiss Exchange
Turkey	Istanbul Stock Exchange
Ukraine	PFTS Stock Exchange
Ukraine	Perspectiva Stock Exchange
Ukraine	Ukrainian Exchange
United Kingdom	ICAP Securities & Derivatives Exchange
United Kingdom	London Stock Exchange
United Kingdom	NYSE Euronext London

Africa

Country	Exchange
Algeria	Algiers Stock Exchange
Botswana	Botswana Stock Exchange
Ghana	Ghana Stock Exchange
Ivory Coast	Regional Stock Exchange of West Africa
Kenya	Nairobi Securities Exchange
Malawi	Malawi Stock Exchange
Mauritius	Stock Exchange of Mauritius
Morocco	Casablanca Stock Exchange
Namibia	Namibian Stock Exchange
Nigeria	Nigerian Stock Exchange
Rwanda	Rwanda Stock Exchange
South Africa	Johannesburg Stock Exchange
Swaziland	Swaziland Stock Exchange
Tanzania	Dar es Salaam Stock Exchange
Tunisia	Tunis Stock Exchange
Uganda	Uganda Securities Exchange
Zambia	Lusaka Stock Exchange
Zimbabwe	Zimbabwe Stock Exchange

Middle East

Country	Exchange
Bahrain	Bahrain Bourse
Egypt	Egyptian Exchange
Iran	Tehran Stock Exchange
Iraq	Iraq Stock Exchange
Israel	Tel-Aviv Stock Exchange
Jordan	Amman Stock Exchange
Kuwait	Kuwait Stock Exchange
Lebanon	Beirut Stock Exchange
Oman	Muscat Securities Market
Palestine	Palestine Exchange
Qatar	Qatar Exchange

Country	Exchange
Saudi Arabia	Saudi Stock Exchange
Syria	Damascus Securities Exchange
United Arab Emirates	Abu Dhabi Securities Exchange
United Arab Emirates	Dubai Financial Market
United Arab Emirates	Nasdaq Dubai

Asia

Country	Exchange
Bangladesh	Chittagong Stock Exchange
Bangladesh	Dhaka Stock Exchange
Bhutan	Royal Securities Exchange of Bhutan
Cambodia	Cambodia Securities Exchange
China	Shanghai Stock Exchange
China	Shenzhen Stock Exchange
Hong Kong	Hong Kong Stock Exchange
India	BSE Ltd.
India	Metropolitan Stock Exchange of India
India	National Stock Exchange of India
Indonesia	Indonesian Stock Exchange
Japan	Tokyo Stock Exchange
Kazakhstan	Kazakhstan Stock Exchange
Korea (South)	Korea Stock Exchange
Korea (South)	KOSDAQ
Kyrgyz Republic	Kyrgyz Stock Exchange
Laos	Lao Securities Exchange
Malaysia	Malaysian Exchange
Mongolia	Mongolian Stock Exchange
Myanmar	Yangon Stock Exchange
Nepal	Nepal Stock Exchange
Pakistan	Karachi Stock Exchange
Pakistan	Lahore Stock Exchange
Philippines	Philippine Stock Exchange

Country	Exchange
Singapore	Singapore Exchange
Sri Lanka	Colombo Stock Exchange
Taiwan	Taipei Exchange)
Taiwan	Taiwan Stock Exchange
Thailand	Stock Exchange of Thailand
Uzbekistan	Tashkent Stock Exchange
Vietnam	Hanoi Stock Exchange
Vietnam	Hochiminh Stock Exchange

Oceania

Country	Exchange
Australia	Australian Securities Exchange
Australia	National Stock Exchange of Australia
Australia	Sydney Stock Exchange
Fiji	South Pacific Stock Exchange
New Zealand	NZX

North America

Country	Exchange
Canada	Aequitas NEO Exchange
Canada	Canadian National Stock Exchange
Canada	Toronto Stock Exchange
Canada	TSX Venture Exchange
United States	BATS US Stock Exchange
United States	Finra OTCBB
United States	FINRA TRACE
United States	NASDAQ Stock Market
United States	National Stock Exchange (USA)
United States	New York Stock Exchange
United States	NYSE Arca
United States	NYSE MKT
United States	OTC Markets Group

Country	Exchange
United States	US Portal Exchange

Latin America & the Caribbean

Country	Exchange
Argentina	Buenos Aires Stock Exchange
Bahamas	Bahamas International Securities Exchange
Barbados	Barbados Stock Exchange
Bermuda	Bermuda Stock Exchange
Bolivia	Bolivian Stock Exchange
Brazil	BM&F Bovespa - Securities, Commodities and Futures Exchange
Cayman Islands	Cayman Islands Stock Exchange
Chile	Chilean Electronic Exchange
Chile	Santiago Stock Exchange
Colombia	Colombian Stock Exchange
Costa Rica	National Stock Exchange (Costa Rica)
Ecuador	Guayaquil Stock Exchange
Ecuador	Quito Stock Exchange
El Salvador	El Salvador Stock Exchange
Jamaica	Jamaica Stock Exchange
Mexico	Mexican Stock Exchange
Panama	Panama Stock Exchange
Peru	Lima Stock Exchange
Trinidad and Tobago	Trinidad & Tobago Stock Exchange
Venezuela	Caracas Stock Exchange

Customisation

EDI is proud to offer the most effective and efficient solutions tailored to meet each individual customer's needs.

We offer a range of customisation options including:

- Delivery-based solutions to complement existing client infrastructure.
- Content provided at the geographical or portfolio holding level.
- Feeds containing particular formats, field content and integrated client level data items.

EDI uses its extensive data research expertise to source, scrub and integrate new client specified data items with existing products and services. For instance, a request from a multinational investment bank to source the DR universe and map it against its underlying share portfolio ultimately led to the development of EDI's successful Depository Receipt Database.

In addition, EDI was the first vendor to successfully launch an ISO 15022 Corporate Action Messaging feed. This enables customers to reduce costs and increase efficiency by removing the need for multiple feed handlers.

Support

Customer Support

Monday – Friday

Open 24 hours

Saturday

12AM - 8AM (GMT)

Sunday

11PM-12AM(GMT)

Call +44 207 324 0020

Email: support@exchange-data.com

Customer support is closed Christmas and New Year's Day.

We aim to acknowledge all queries within an hour of receipt and answer queries within 24 hours where possible.

We will send a progress report if a query is not resolved within that time-frame. We resolve around 95% of customer queries within 24 hours.

All queries sent to our Support department are filtered and dispatched to the relevant department. An IT staff member is engaged in the communication process to resolve complicated technical issues.

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