

# **CME Customer Center Services Guide**

VERSION: 1.13

April 12, 2019

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## Revision History

| Date              | Version | Section  | Description  |
|-------------------|---------|--|--|
| April 12, 2019    | 1.13    | <ul style="list-style-type: none"> <li>6.1 iLink, 6.2 Drop Copy, 6.3 Port Closure Charges</li> <li>6.4 Error Trade Charges, 6.5 Messaging Efficiency Program (MEP) Surcharges</li> </ul>                                   | <ul style="list-style-type: none"> <li>Copy editing</li> <li>Clarifies details and the billable entity, for error trades and MEP surcharges.</li> </ul>  |
| January 13, 2019  | 1.12    | <ul style="list-style-type: none"> <li>4.2 Admin Manager</li> <li>4.3 Application Admin</li> <li>7.1.2 FirmSoft, 10.1 Appendix A - Applications and Services – Front, Middle, Back Office</li> </ul>                       | <ul style="list-style-type: none"> <li>Admin Managers and Application Admins must add required application roles to themselves, via the User Administration tool.</li> <li>New FirmSoft administration function, from the User Administration tool.</li> <li>Added FirmSoft administration function, from the User Administration tool – Front and Back Office functionality.</li> </ul> |
| March 8, 2018     | 1.11    | <ul style="list-style-type: none"> <li>7.6.2 iLink Self-Service, 10.1 Appendix A - Applications and Services – Front, Middle, Back Office</li> </ul>   | Authorized firm users can manage user entitlements for creating iLink sessions.  |
| January 8, 2018   | 1.10    | <ul style="list-style-type: none"> <li>7.6.1 Tag 50, 10.1 Appendix A - Applications and Services – Front, Middle, Back Office</li> </ul>   | Added capability to manage firm entitlements to view Tag 50 details at their registered entity.  |
| August 3, 2017    | 1.9     | <ul style="list-style-type: none"> <li>7.6 Request Center Self-Service Entitlements Management, 10.1 Appendix A - Applications and Services – Front, Middle, Back Office</li> </ul>  | Adding search and view functions   |
| June 13, 2017     | 1.8     | <ul style="list-style-type: none"> <li>7.5 Incentive Programs Self-Service</li> </ul>  | New / update / approve functionality added   |
| May 20, 2017      | 1.7     | <ul style="list-style-type: none"> <li>7.1.5 Risk Management Tools</li> <li>10.1 Appendix A - Applications and Services – Front, Middle and Back Office</li> </ul>   | <ul style="list-style-type: none"> <li>Additional application functions added for User Administration – Risk Management Tools self-service.</li> <li>Added detail for Incentive Program application enhancements</li> <li>Added Risk Management Tools and Firm / User Registration - Front and Back Office functionality.</li> </ul>   |
| March 8, 2017     | 1.6     | <ul style="list-style-type: none"> <li>6.3 Port Closure Fee</li> </ul>   | <ul style="list-style-type: none"> <li>Change to port closure charge policy</li> </ul>   |
| February 10, 2017 | 1.5     | <ul style="list-style-type: none"> <li>7.1.4 Asset Management Firm / Settlement Firm</li> <li>7.5 Incentive Programs Self-Service</li> <li>10.1 Appendix A – Applications and Services - Front, Middle and Back</li> </ul> | <ul style="list-style-type: none"> <li>Additional application functions added for User Administration – Asset Management Firm / Settlement Firm</li> <li>Additional functionality for Request Center – Incentive Programs.</li> </ul>  |

|                  |     |  |   |
|------------------|-----|--|---|
|                  |     | Office   | <ul style="list-style-type: none"> <li>Added Asset Management Firm / Settlement Firm - Front and Back Office functionality.</li> </ul>        |
| October 29, 2016 | 1.4 | <a href="#">7.5 Incentive and Market Maker Self-Service</a><br><a href="#">10.1 Applications and Services Available for Front, Middle, Back Office</a>   | Additional function to view Incentive and Market Maker Programs and agreement details. Viewing Incentive Programs is a front office function. |
| June 23, 2016    | 1.3 | <a href="#">7.1.2 User Administration - Deliveries</a><br><a href="#">7.1.3 User Administration - Positions</a><br><a href="#">10.1 Applications and Services Available for Front, Middle, Back Office</a> | Additional application functions added for User Administration - DeliveriesPlus and Positions.  |
| 5/20/2016        | 1.2 | <a href="#">7.1.1 Firm Administrator Dashboard</a>   | New section describes Admin Manager assignment of user entitlements.  |
| 5/20/2016        | 1.1 | <a href="#">10.1 Appendix A – Applications and Services Available for Front, Middle &amp; Back Office</a>  | Additional references to Front and Back Office application functions for: User Administration - Firm Administrator Dashboard.                 |
| 3/31/2016        | 1.0 | All  | Initial version   |

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## 1 Introduction

This document outlines the scope of services offered via CME Group [Customer Center](#) for client / user registration, onboarding, market access and transaction management. This document describes roles, responsibilities, and entitlements that users in various roles under this new registration framework enjoy and will be updated as tools, services or rights are modified.

Entity Officers, Admin Managers, and Application Admins must review this guide to determine roles and responsibilities and will be notified of all updates and impacts.

## 2 Overview

The solutions described herein are being introduced to enhance and simplify the customer experience. The solutions described herein intend to reduce paperwork and increase efficiency with which customers and clearing members register and manage access to CME Group markets, tools, and services.

## 3 Entity Registration

### 3.1 Registration

Before accessing and using the CME Customer Center, you must first complete and sign the CME Customer Center [Self Service](#) Agreement. Information provided in the agreement captures related affiliates that will be managed as a single entity through a suite of self-service solutions. In the CME Customer Center Self Service Agreement, you must designate key entity contacts with authority to administer access and / or delegate administrative rights on behalf of the entity. Customers that have registered through this process will be referred to as **Registered Entities** throughout this document.

To use CME Customer Center functions and capabilities, customers with preexisting business relationships must sign the CME Customer Center Self Service Agreement. Once registered, entities may create associations with the existing services and users through the [administrative control processes](#) below. Due to the diverse entity registration framework, administrative control process specific to each service is outlined separately and updated

periodically.

### 3.2 Administrative Control Processes

#### 3.2.1 Globex Firm IDs

Historically, Clearing Firms maintained administrative control of all Globex Firm IDs. Clearing Firms now have the option to transfer administrative control of existing Globex Firm IDs to their clients to enable self-service for CME Globex market access.

Transferring administrative control to a client does not interfere with the Clearing Firm's ability to manage risk through CME Globex Credit Controls (GC2), Account Management Service, or any other exchange-provided risk management tool. If a Clearing Firm would like to transfer control of any Globex Firm IDs, please contact Global Account Management.

The Registered Entity in control of each Globex Firm ID will be able to leverage the self-service capabilities outlined in the Services section of this guide and will be responsible for all administrative fees and charges associated with its Globex Firm IDs.

#### 3.2.2 Drop Copy

To enable self-service for Drop Copy for existing Drop Copy groups, the Drop Copy group must be linked to the Registered Entity. If you would like to link a Drop Copy group to your newly Registered Entity, please contact Global Account Management.

All new Drop Copy groups created through the Drop Copy self-service solution described in this document will be linked to the Registered Entity at the time the Drop Copy group is created.

### 3.3 Billing

Some services selected via the CME Customer Center may result in fees and charges as summarized in the Billing and Fees section. A consolidated invoice will be billed to the billing contact provided on your CME Customer Center Self Service Agreement. If you have an existing billing relationship with CME Group and would like to have those charges consolidated with those incurred by your Registered Entity, please contact Global Account Management to consolidate your billing for any non-trading

/ clearing fees.

## 4 Registered Entity Roles and Responsibilities

### 4.1 Entity Officer

The Entity Officer (EO) is the person or persons authorized to act on behalf of the firm to enter into a legal agreement with CME Group. Entity Officers are required to have a CME Group Login for access to the CME Customer Center. Entity officer(s) will use the CME Customer Center to view and update (where possible) Registered Entity information. The Entity Officer can delegate Administrative authority for the Registered Entity to one or more Admin Managers.

An Entity Officer must be an authorized signatory for the Registered Entity and the associated affiliates covered in the CME Customer Center Self Service Agreement. The Entity Officer must register for a CME Group Login for the purposes of managing communication preferences. Entity Officers will be notified of any changes in services offered through the CME Customer Center portal and it is critical that the Registered Entity notify CME Group in a timely manner should Entity Officers need to be added or removed from the Registered Entity.

Entity Officers are required to identify Admin Manager(s) that will be responsible for day-to-day administration as described in this document. Entity Officers must exercise caution when selecting Admin Managers, as these resources will have privileged access to act on behalf of the Registered Entity in granting access to Application Admins and/or end users. Entity Officers are obligated to notify CME Group of changes to their Admin Manager roster (see [“Changes to Entity Officer, Admin Manager or Default Contact”](#)) when applicable as roles change within the Registered Entity. The Entity Officer is a vital role and CME Group requires firms to designate two Entity Officers, which are specified on the CME Group Customer Center Self-Service Agreement.

### 4.2 Admin Manager

The Admin Manager (AM) is authorized, by the Entity Officer, as the person responsible for managing the Registered Entity’s Application Admins and/or end users of applications and services. AM(s) have authority to act as the approver of any Self-Service request that requires the entity’s authorization.

AM(s) are required to have a CME Group Login to access the CME Customer Center and related CME Group applications. To access tools, services and entitle other users, Admin Managers must initially add the required roles to themselves, via the User Administration tool.

AM(s) use the CME Customer Center to view / update Registered Entity information and registered contact information within the scope of their authority.

AM(s) are assigned access at the highest entity level and inherently have authority for any sub-entities (e.g. Globex Firm IDs) related to the Registered Entity and may have the scope of their authority limited to Front, Middle and/or Back Office applications/self-service requests. AM(s) are granted access to different applications and service requests depending on the type of entity they are representing (Clearing Firm vs non-Clearing Firm) and whether they are responsible for Front, Middle and/or Back Office.

Entity Officers and all AM(s) will be notified of any changes in tools or services offered within the CME Customer Center portal.

AM(s) must exercise caution when assigning Application Admins as these resources will have privileged access and the ability to grant access to end users for the applications that they are assigned. Further, Admin Managers are responsible for removing access for Application Admins or end-users that no longer require access.

The Admin Manager is also a vital role and CME Group requires firms to designate two Admin Managers, which are specified on the CME Group Customer Center Self-Service Agreement.

### 4.3 Application Admin

The Application Admin (AA) has access to specific named Applications or Self-Service management functions, for managing users and/or requests. AA(s) are required to have a CME Group Login to access the CME Customer Center and other CME Applications.

To access tools, services and entitle other users, AA(s) must initially add the required roles to themselves, via the User Administration tool. AA(s) can use the CME Customer Center to view entity, user and contact information under their access authority. AA(s) will be notified automatically of changes in their authority related to specific named

Applications and / or Self-Service capabilities.

#### 4.4 Default Contact

All firms are required to provide a Default Contact via the CME Customer Center Self Service Agreement. This contact will be engaged by CME Group in the event of an FCM Default.

#### 4.5 Changes to Entity Officer, Admin Manager or Default Contact

It is the responsibility of each firm's Entity Officer(s) to notify CME Group of any additions or removals of any Entity Officer(s) or Admin Manager(s) or Default Contact. You must contact [EASE](#) to initiate this process. You will be asked to complete a CME Customer Center Self Service Agreement Maintenance Form. For back-up purposes, CME Group strongly encourages all firms to name more than one Entity Officer and Admin Manager.

### 5 Notification Procedures

#### 5.1 Notification Center

The CME Customer Center portal has an integrated notification center, which alerts customers to various events related to self-service requests, access and entitlements and other important notifications from CME Group. Customers will be alerted to new messages via an icon on the CME Customer Center navigation bar. Over time, the notification center will evolve, offering a subscription center to a variety of CME Group notices and advisories.

### 6 Pricing Schedule (Billing and Fees)

The following fee schedules outline applicable fees and may be periodically updated as determined by CME Group.

#### 6.1 iLink

For iLink Session ID policy details and related charges, refer to the [CME Globex iLink Session ID Policy and Operational Guidelines](#).

#### 6.2 Drop Copy

For current Drop Copy pricing, refer to Exhibit A of the [Customer Connection Agreement](#).

#### 6.3 Port Closure Charges

A CME Registered Entity that is the administrative owner of a GFID / iLink session that causes detrimental behavior will be assessed \$1,000 per session and up to \$10,000 per event port closure fee. This charge will appear as "Port

Closure Fee" on the Registered Entity's monthly statements under the Description column. For additional information, refer to the [CME Globex Port Closure Policy](#).

#### 6.4 Error Trade Charges

A CME Registered Entity that is the administrative owner of a GFID responsible for an error trade will be charged \$1,000 per occurrence. For additional information, refer to [Rule 588.G - Schedule of Administrative Fees](#).

#### 6.5 Messaging Efficiency Program (MEP) Surcharges

Effective May 1, 2019, MEP surcharges will be charged to the Registered Entity that is the administrative owner of the GFID that incurred the surcharge(s). This charge will appear as Messaging Efficiency Program Surcharge (MPS) on the Registered Entity's monthly statement, Description column.

For additional information, refer to the [CME Globex Messaging Efficiency Program](#).

### 7 Services

#### 7.1 User Administration

User Administration is a tool that allows an entity's Admin Manager(s) to grant administrative privileges, as Application Admin, to individuals that will manage access to CME Group applications and / or self-service tools within a Registered Entity. Application Admins have the authority to grant access to applications and / or self-service tools to end users within the Registered Entity. In some cases, the Admin Manager may act in both capacities and may authorize themselves as an Application Admin for a tool or service and grant themselves access to the application or service.

By authorizing an Admin Manager to use the User Administration tool, the Registered Entity agrees to waive all rights to segregation of sensitive duties as the Admin Manager role allows the Admin Manager to authorize themselves for access to tools and services.

For additional details, specific to applications, refer to: [CME Globex Customer Roles and Entitlements](#)

The number of applications and self-service tools will continue to grow. See [Appendix A](#) for a current list of applications and self-service tools available. As this list is



modified, CME Group will automatically notify Entity Officers and Admin Managers. Admin Managers will be given access to different applications and service requests depending on the type of entity they are representing (Clearing Firm vs non-Clearing Firm) and whether they are responsible for Front, Middle, or Back Office. Admin Managers will automatically get access to new tools and services within the Front, Middle, and Back Office suite once they become available in the CME Customer Center.

#### 7.1.1 Firm Administrator Dashboard (FADB)

The CME Customer Center includes a self-service capability for Admin Managers and Application Admins, at Registered Entities, to assign user entitlements. For additional details on FADB entitlements, refer to: [Firm Administrator Dashboard WebHelp](#).

#### 7.1.2 FirmSoft

The CME Customer Center includes a self-service capability for Admin Managers and Application Admins, at Registered Entities, to create and manage [FirmSoft application user access](#), via the following roles:

- **Order Management – Order Inquiry Only**
- **Order Management – Order Inquiry plus Cancel**

Access can be restricted by execution firm, account, tag 50 and / or iLink Session. Authorized users can view detailed order information including fill information and order cancel / replace history. When authorized, users may also cancel an individual order, a selection of orders, all working orders and mass quotes.

#### 7.1.3 DeliveriesPlus

The CME Customer Center includes a self-service capability for Admin Managers and Application Admins, at Registered Entities, to create and manage the following DeliveriesPlus application user access via updated roles:

- **DeliveriesPlus – Read-Write:** Provides clearing firm users with inventory and delivery management capability for CME Group contracts.
- **DeliveriesPlus – Read Only:** Provides clearing firm users the ability to inquire and view inventory and delivery information of their CME Group contracts.

#### 7.1.4 Positions

The CME Customer Center includes self-service capability for Admin Managers and Application Admins, at Registered Entities, to create and manage the following Positions

application, user access, via the following roles:

- **Positions – Read-Write:** Provides ability to Search Positions by Position Account and Instrument and maintain Positions Adjustments, PCS, and Option Instructions.
- **Positions – Read Only:** Provides ability to Search Positions by Position Account and Instrument and view Positions Adjustments, PCS, and Option Instructions.

#### 7.1.5 Asset Management Firm / Settlement Firm

The CME Customer Center includes self-service capability for Admin Managers and Application Admins, at Registered Entities, to create and manage the user application access, via the following roles:

- **Asset Mgmt Firm Inquiry – Read Only:** Provides ability to view asset / currency summary and detail, including asset transactions status.
- **Asset Mgmt Firm – Update:** In addition to viewing and asset / currency summary and details. Authorized users can enter and manage asset pledges, amendments, withdrawals and view transactions status.
- **Settlement Firm – Read Only:** Provides ability to view currency requirements and settlement variation.

#### 7.1.6 Risk Management Tools (RMT)

The CME Customer Center will include self-service capability for Admin Managers and Application Admins, at Registered Entities, to manage Risk Management Tools application, user access, via the following roles:

Risk Management Tools – Full Access: Provides ability for Clearing Member Firm (CMF) Risk Administrators to view and manage CME Group [Risk Management Tools](#) functions: CME Globex Credit Controls, Access Manager, Kill Switch, Risk Management Interface and Mass Quote Protections.

- **Risk Management Tools – Partial Access:** Provides ability for non-CMF Executing Firm Risk Administrators to access and operate CME Group [Risk Management Tools](#) functions: Kill Switch, entitlement to view Mass Quote Protection configuration.

## 7.2 Drop Copy Self-Service

The CME Customer Center includes self-service capability to allow Admin Managers and delegates (Application Administrators), at Registered Entities, to create and manage Drop Copy groups. Through this capability, authorized users will be able to create new Drop Copy

groups on behalf of the Registered Entity. The user will then be able to add iLink SenderCompIDs to the Drop Copy group provided they have administrative control over the Globex Firm ID. Clearing Firm users will also be able to associate the iLink SenderCompIDs that they clear to their own Drop Copy groups even if their client has taken administrative control of the Globex Firm ID as described in “Globex Firm IDs” above. For existing Drop Copy groups, the Registered Entity will be able to remove iLink SenderCompIDs from the Drop Copy group should the need arise. This self-service capability seeks to streamline and simplify the existing process completed leveraging Schedule 12 to the Customer Connection Agreement and e-mail based request / authorization.

Please note that charges may be incurred for new Drop Copy groups created through this self-service capability. Please refer to “Drop Copy” above for further details.

### 7.3 Globex Firm ID Self-Service

The CME Customer Center portal includes a self-service capability to allow Admin Managers and delegates (Application Administrators), at Registered Entities designated users, at Registered Entities, to create new *Globex Firm IDs*. Through this capability, authorized users can reserve a *Globex Firm ID* and request that the Firm ID be mapped to clear with an authorized CME Group or Partner Exchange Clearing Firm. The requestor in this process can:

- Identify the Clearing Firms with whom the Registered Entity has a business relationship.
- Upon submission, the Admin Manager(s) of those Clearing Firms will receive an approval task allowing them to accept or reject the clearing relationship. If accepted, identify the appropriate position account into which the new *Globex Firm ID* should map for each Designated Contract Market (e.g., CME, CBOT, NYMEX, etc.).

In addition to its obligations under the CME Rules, the Clearing Firm agrees that it will be financially responsible for all Customer orders sent to CME Group Interfaces via any CME Group approved Access Method that contains the Firm Numbers and for clearing any trades that are matched because of such orders. Clearing Firm will be responsible to clear such trades even if the orders received via the

CME Globex Interface Direct (i) were entered because of a failure in the security controls and / or credit controls, (ii) were entered by an unknown or unauthorized user, or (iii) exceeded Clearing Firm’s credit parameters.

This self-service capability seeks to streamline and simplify the existing process completed through e-mail request to CME’s Clearing Customer Support team and paper-based authorization leveraging the Schedule 6, Exhibit B.

### 7.4 iLink Self-Service

The CME Customer Center includes a self-service capability to allow Admin Managers and delegates (Application Administrators), at Registered Entities, to create / manage iLink Session IDs for Globex Firm IDs controlled administratively as described in Section 3.2.1. Upon creation or modification of iLink Session ID requests, Clearing Firm’s Admin Manager(s) receive e-mail notification. Clearing Firms are entitled to remove access for iLink SenderCompIDs that clear through [risk management tools](#) including but not limited to the [Kill Switch](#) and the [Risk Management Interface](#). Further information about risk control mechanisms is available from the Risk Management tools [web page](#).

Each Registered Entity will can select from a list of approved front-end system providers. Your Global Account Manager can update the list of available front-end system providers.

Charges may be incurred for new iLink Session IDs created through this self-service capability. For further details, refer to [iLink](#) (above).

This self-service capability seeks to streamline and simplify the existing request and approval process, which has historically been facilitated through e-mail based communication between the client, Clearing Firm and CME Group.

### 7.5 Incentive Programs Self-Service

The CME Customer Center – Request Center includes self-service capability for designated Admin Managers and delegates (Application Administrators), at Registered Entities, enrolled in incentive programs, to view, export, renew incentive programs; via the following roles:

- Incentive Programs - Read Only: Provides ability to search Incentive Programs, in which their entity is

enrolled and view program details.

- Incentive Programs – Full Access: Provides ability to search Incentive Programs, in which their entity is enrolled and view program details. Future enhancements will include additional entitlements.

## 7.6 Request Center Self-Service Entitlements Management

### 7.6.1 Tag 50

The CME Customer Center - Request Center includes self-service capability for authorized clearing firm users to search, view, register CME Globex Operator IDs (Tag 50 IDs, associated with their Registered Entity) and manage Tag 50 [user entitlements](#) through the following roles:

- **Tag 50 - Full Access:** Register new Tag 50 IDs, create ATS teams and manage team members.
- **Tag 50 - Permissions:** Entitle execution firms to view CME Globex Operator IDs (Tag 50 IDs), associated with their Registered Entity.
- **Tag 50 – View:** Search, view execution firm CME Globex Operator IDs (Tag 50 IDs), associated with a Registered Entity. Viewable details will include firm, associated entity, registration type, ATS team and effective periods.

Designated Clearing Firm Application Administrators can use the Self-Service permissions function to:

- Manage trading / execution [firm](#) access to view Tag 50 details; firm, associated entity, registration type, ATS team and effective periods.

### 7.6.2 iLink Self-Service

The CME Customer Center - Request Center includes self-service capability for authorized users to search, view and entitle execution firms to directly.

The CME Customer Center - Request Center includes self-service capability for [Clearing Firm Admin Managers](#) to search, view and entitle registered entities to directly create iLink sessions or [create iLink sessions](#), after their Clearing Firm approves each iLink session request.

## 8 Support

If you need support for the CME Customer Center, please contact EASE at [EASE.AtYourService@cmegroup.com](mailto:EASE.AtYourService@cmegroup.com)

Toll Free (US Only): +1 866 716 7274

United States: +1 312 456 1560

Europe: +44 203 379 3802

Asia: +65 6593 5536

## 9 Questions

For general queries, please contact your Global Account Manager at [globalaccountmanagement@cmegroup.com](mailto:globalaccountmanagement@cmegroup.com).

United States: +1 312 634 8700

Europe: +44 20 3379 3754

Asia: +65 6593 5505

## 10 Appendices

### 10.1 Appendix A - Applications and Services - Front, Middle & Back Office

| Application / Function   | Front Office | Middle Office | Back Office |
|--|--------------|---------------|-------------|
| <b>Application</b>   |              |               |             |
| User Administration - Asset Management Firm / Settlement Firm  | x            | n/a           | x           |
| User Administration - DeliveriesPlus   | n/a          | n/a           | x           |
| User Administration - Firm Administrator Dashboard   | x            | n/a           | x           |
| User Administration - FirmSoft   | x            | x             | n/a         |
| User Administration - Positions  | n/a          | n/a           | x           |
| User Administration - Request Center   | x            | n/a           | x           |
| User Administration - Risk Management Tools  | n/a          | x             | n/a         |
| <b>Function</b>  |              |               |             |
| Manage Drop Copy   | x            | n/a           | n/a         |
| Manage Globex Firm IDs   | x            | n/a           | n/a         |
| Manage iLink Sessions  | x            | n/a           | n/a         |
| Manage Incentive Programs  | x            | n/a           | n/a         |
| View Tag 50 IDs  | x            | n/a           | n/a         |
| Request Center: Self-service Entitlements Management <ul style="list-style-type: none"> <li>• Tag 50: View and Register Tag 50 IDs, create ATS teams and manage team members</li> <li>• iLink: Session Management</li> </ul> | x            | n/a           | x           |

n/a – Function is not available.

### 10.2 Appendix B - Defined Terms

Globex Firm ID (GFID): A GFID has both a technical and business definition.

Technical: It is used and part of the sendercomp ID that establishes the software logical connectivity to CME Globex.

Business: A GFID is also used to segregate customer or business unit activity for risk controls and administration.

- Access to the Firm Administrator Dashboard, the Messaging Efficiency Program, Session Policy, and Self-Match Prevention take place at the GFID level.
- GCC Outbound Contacts are registered at the GFID level.
- CME Globex Credit Controls (GC2) limits are placed at the GFID level.
- Kill Switch can be used at the GFID level.



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**CME GROUP HEADQUARTERS**

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**CME GROUP GLOBAL OFFICE**

|                                   |   |                                    |
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Futures trading is not suitable for all investors, and involves the risk of loss. Futures are a leveraged investment, and because only a percentage of a contract's value is required to trade, it is possible to lose more than the amount of money deposited for a futures position. Therefore, traders should only use funds that they can afford to lose without affecting their lifestyles. And only a portion of those funds should be devoted to any one trade because they cannot expect to profit on every trade. All references to options refer to options on futures.

Swaps trading is not suitable for all investors, involves the risk of loss and should only be undertaken by investors who are ECPs within the meaning of section 1(a) 12 of the Commodity Exchange Act. Swaps are a leveraged investment, and because only a percentage of a contract's value is required to trade, it is possible to lose more than the amount of money deposited for a swaps position. Therefore, traders should only use funds that they can afford to lose without affecting their lifestyles. And only a portion of those funds should be devoted to any one trade because they cannot expect to profit on every trade.

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