

# Electronic CHESSE Statements and Notifications Support Contact Points

ASX | Version 2.0 – January 2024

## Introduction

The below tables detail who [Investors](#) and [Participants](#) need to contact for additional support on specific CHESSE Statement and Notification topics.

## Investors

Contact Reason	ASX Investor Support	Participant
CHESSE Statements Portal - Registration Issues	✓	
CHESSE Statements Portal - Platform Availability	✓	
CHESSE Statements Email Notifications	✓	
CHESSE Statements Portal - Forgot Username	✓	
CHESSE Statements Portal - Forgot Password	✓	
CHESSE Statements Portal - Document Search	✓	
CHESSE Statements Portal - Profile Management - Reset Username	✓	
CHESSE Statements Portal - Profile Management - Reset Password	✓	
CHESSE Statements Portal - Profile Management - Add/Update/Remove Email		✓
Opting into Electronic CHESSE Statements and Notifications		✓
CHESSE Statements Portal Account Deletion		✓
Statement Enquiry		✓
Notification Enquiry		✓
CHESSE Transaction Summary (Historical Statement)		✓
Method of Communication Updates (Mail vs. Electronic)		✓
Email Address Update		✓
Name or Address Change		✓

## Participants

Contact Reason	ASX Equity Post Trade Operations
Statement Enquiry	✓
Notification Enquiry	✓
Crush FTP access/support	✓
Crush FTP Directories	✓
Billing	✓
Request for removal of investor CHESSE Statements Portal account	✓
CHESSE Transaction Summary (Historical Statement)	✓
Returned Mail/Bounced Email Enquiries	✓
ASX Online Participant Portal Returned Mail/Bounced Email Report Access	✓
Reconciliation of Investor email address, name, postal address, communication preference	✓
APG enquiry	✓

### ASX Contact Information:

#### Investor Support

T. 131 ASX (131 279)  
 Int. +61 2 9338 0000  
[www.asx.com.au/contact](http://www.asx.com.au/contact)  
 Mon – Fri | 8:30am – 6:00pm (AEST)  
 excluding public holidays

#### Equity Post Trade Operations

T. 1800 814 051  
 E. [chesshelp@asx.com.au](mailto:chesshelp@asx.com.au)  
 Mon – Fri | 8:00am – 6:00pm (AEST)  
 excluding public holidays