

NYSE Euronext - the world's largest and most diverse exchange group, introduces NYSE Liffe, our new US futures exchange.

NYSE Liffe leverages Liffe's global distribution network, leading edge technology and broad range of risk management products for the benefit of its diverse customer base.

NYSE Liffe provides first-rate customer service support:

- NYSE Liffe Market Control - For support in real-time trading assistance regarding market information and connectivity issues.
- NYSE Liffe Market Administration – For registrar related issues and membership updates.
- NYSE Liffe Market Services Status Webpage – For fast easy quick real-time updates during market-wide technical issues.

NYSE Liffe Market Control

Market Control is responsible for the day-to-day oversight and control of the NYSE Liffe market. It is manned from 18:30 - 17:30 (next day) hours daily, providing first-level support and guidance to all callers such as the status of orders, market information and connectivity issues. It is the primary point of contact for all real-time issues from customers and is dedicated to providing a quality service to all customers.

It also performs a key regulatory function to ensure that trading is conducted in an orderly manner and in accordance with all relevant NYSE Liffe Rules. As such it is responsible for, amongst other things, maintaining appropriate price controls to prevent manifest error in the submission and execution of orders and the invalidation of trades.

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NYSE Liffe Market Administration

Market Administration; perform all registrar related functions for NYSE Liffe products. The Department also maintains NYSE Liffe's Membership database and are responsible for issuing ITMs, trader keys and User IDs.

Members should also contact Market Operations to arrange access to eFills. The Department is manned between 02:00hrs and 17:00hrs Eastern Time.

Tel: +1 866 592 2693
 Email: nlmarketservices@nyx.com

NYSE Liffe Market Services Status Webpage

For all real-time updates during market-wide technical issues please refer the Market Status Webpage: www.nyx.com/nyseliffemarketstatus

NYSE Liffe brings first-level support to the US futures marketplace.