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# Turquoise Notice

3 April 2020



## Order Deletion Process

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In the current climate, Turquoise wanted to take the opportunity to update members on the process for Order Delete requests that are made to the Market Operations team. Member Firms should continue to use current process for order deletion - calling **Turquoise 0207 382 7676**.

Order Deletions can **only** be completed via a phone call, however, Member Firms can assist the process by emailing in the necessary order information to [market.operations@tradeturquoise.com](mailto:market.operations@tradeturquoise.com) (this is preferable but not a mandatory requirement).

When making the Order Deletion phone call to Market Operations, please ensure that individuals are on the Authorised Persons list for their Member Firm, this will aid the team to action these requests as quickly and efficiently as possible. Maintaining the Authorised Persons List for Order Deletions is the responsibility of the Member Firm and this can be accessed and updated via the Member Portal. Unfortunately, we are unable to discuss details on the Authorised Persons list with anyone who is not an Authorised Person for the specific Member Firm.

Before the Order Deletion request can be successfully completed, Market Operations must ensure there are two members of the team on the phone call with the member firm to verify that the information provided to undertake the request, are correct.

Below is a list of the information required by Market Operations to successfully fulfil an Order Deletion request:

- Member Firm Name
- Symbol
- Buy/Sell
- Transact Time
- Quantity
- Price

If the request is to Delete specific Orders, it's preferable for the member firm to supply the 'Exchange Order ID' which is specific to each order.

When the Order(s) are located, Market Operations will verbally confirm with the Authorised Person the details of the Order(s) as well as the actions they are going to complete. When the verification is provided by the Authorised Person, Market Operations will proceed with the cancellation of the Order(s) in question.

Order Deletion requests should only be requested when the Member Firm is unable to cancel their own Orders. It is also important to remind Members that a maximum of 5 individual Orders can be Deleted at any one time before a mass Order Deletion is required. Due to the current climate, Market Operations are working remotely and therefore the Order Deletion process may take longer to execute than normal.



**London**  
Stock Exchange Group

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As per Rule **5.5.6** (page 21) of the Turquoise Rule Book (available on the Turquoise document library [here](#)), Market Operations will use its reasonable endeavours to delete an Order as soon as possible after receipt of a valid request to do so. However, if an Order is executed during the period between a Trading Member requesting its deletion and Market Operations effecting the deletion, the Trading Member is obliged to honour the resulting trade.

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## Relates to

### Environment(s)

— Production

### Type

— Turquoise

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## Additional Information

### Contact Details

Market Operations  
[market.operations@tradeturquoise.com](mailto:market.operations@tradeturquoise.com)

An archive of previously issued Turquoise Notices is available in the Turquoise library Internet site <https://www.lseg.com/markets-products-and-services/our-markets/turquoise/information-centre/turquoise-notices>

**Customers are reminded that Turquoise may broadcast test data from its Production environment at the weekends which should be discarded and not processed.**