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# Turquoise

## Notice



25 March 2020

## Update for Market Participants

During this period of exceptional market volatility and global uncertainty due to the Coronavirus (COVID-19) pandemic, I am writing to you to explain in more detail the steps that Turquoise is taking to support its customers and the wider market ecosystem.

Turquoise takes its responsibility to ensure the orderly functioning of markets and continuity of services for its customers and other stakeholders very seriously. The health and wellbeing of our colleagues and customers are of paramount importance. We have in place robust business continuity arrangements, which are regularly tested, to ensure the safe and orderly functioning of our business. Turquoise is in close contact with regulators and stakeholders and will continue to adjust our response as needed.

Turquoise continues to operate as normal and there are no plans to suspend trading. It is important that markets remain open to support companies who will continue to need access to capital and to ensure pricing is conducted in a fair and transparent manner for retail and institutional investors who need ongoing access to liquidity. We recognise and understand the challenges faced by many market participants navigating the current volatile market conditions and have a variety of measures in place to ensure an orderly and fair market.

In volatile markets, order books can be subject to rapid price movements. Our Market Surveillance team employs advanced surveillance mechanisms to ensure that Turquoise operates in a fair and orderly manner. These include price collars that assess order prices on entry and will reject orders if priced outside of a range from reference prices, and Well Formed Market Check (WFMC) validation of Primary Market Best Bid and Offer (PBBO) updates for the relevant books. More information can be found in the Turquoise Trading Services Description in the Turquoise Document Library at the following link:

<https://www.lseg.com/markets-products-and-services/our-markets/turquoise/information-centre/document-library>

We have listed below some useful contact details for Turquoise teams. If you require any additional information, please do not hesitate to get in touch.

Yours sincerely,

Dr. Robert Barnes CEO, Turquoise

### Useful numbers:

Market Supervision: +44 (0) 20 7797 3666

Technical Account Management: [londontam@lseg.com](mailto:londontam@lseg.com) / +44 (0) 20 7797 3939

Customer Support Desk: [support@lseg.com](mailto:support@lseg.com) / +44 (0) 20 7797 1500

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### Relates to

#### Environment(s)

- Production

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### Additional Information

#### Contact Details

London TAM  
[londontam@lseg.com](mailto:londontam@lseg.com)

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