

June 05, 2017
044/2017-DO

EXTERNAL COMMUNICATION

To: B3 Market Participants – Bovespa and BM&F Segments

Re: **Automation of B3's Trading Support Processes.**

B3 has a service portal for exclusive use by its market participants, which allows users to register and track calls (service and incident requests), extract reports, visualize the availability of trading systems and execute self-service by knowledge base – all through a modern and easy-to-use interface.

With greater autonomy in the registration and tracking of calls, greater transparency at the resolution stages and within a shorter service time interval, this portal now encompasses B3 Trading Support processes, allowing users to:

- make queries about trading applications;
- request the cleaning of limits in the LiNe tool;
- obtain order entry session and throttle analysis;
- schedule the certification of systems;
- report incidents.

Accesses shall be by extranet, at www.bvmfnet.com.br, *Serviço de Atendimento da B3*, using the user login and UAC password.

New accesses may be requested by email at tradingsupport@bvmf.com.br, with “*Liberção de acesso ao Serviço de Atendimento*” written in the subject line, containing the following data:

- full name of the user;
- contact telephone number;
- UAC login.

Those who have access to the B3 Support Service may request it for other users, via their own tool, at *Catálogo / Liberação de Acessos de Serviço de Atendimento da B3*.

Further information may be obtained from Trading Support, by telephone at (+55 11) 2565-5000, option 2, or by email at tradingsupport@bvmf.com.br.

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