

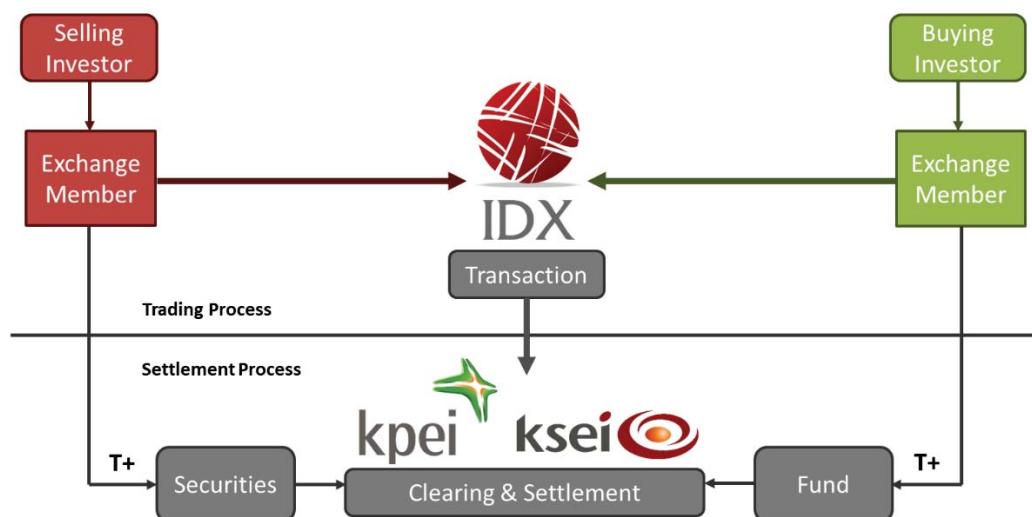
No.	Frequently Asked Questions
	<p>Q [ID] Apa itu Siklus Penyelesaian? [EN] <i>What is the Settlement Cycle?</i></p>
1.	<p>A [ID] Siklus Penyelesaian adalah jeda hari sejak Transaksi dilakukan oleh investor hingga dengan Transaksi tersebut diselesaikan. Setelah investor melakukan transaksi penjualan atau pembelian efek, maka transaksi tersebut harus diselesaikan dengan cara penjual menyerahkan sejumlah efek dan pembeli menyerahkan sejumlah dana pada hari penyelesaian yang telah ditentukan, hal ini disebut juga dengan penyelesaian T Plus (T+). [EN] <i>Settlement cycle is the period of time between the transaction date until the transaction is settled. After the transaction executed, the transaction must be settled in a way that the seller deliver the purchased security and the buyer make payment on this period, often referred to as T plus settlement cycle (T+).</i></p>
	<p>Q [ID] Bagaimana Siklus Penyelesaian di Bursa Efek Indonesia? [EN] <i>How transaction settled in Indonesia Stock Exchange?</i></p>
2.	<p>[ID] Siklus Penyelesaian Transaksi di Bursa Efek Indonesia dapat diilustrasikan dengan skema sebagai berikut :</p> <pre> graph TD Jual[Investor Jual] --> AB1[Anggota Bursa] Beli[Investor Beli] --> AB2[Anggota Bursa] AB1 --> IDX((IDX)) AB2 --> IDX IDX --> Transaksi[Transaksi] Transaksi --> Kpei[kpei] Kpei --> Kliring[Kliring dan Penyelesaian] Kliring --> Dana[Dana] Dana -- "T+" --> Kliring Kliring --> Efek[Efek] Efek -- "T+" --> Kliring </pre> <p>The diagram illustrates the Settlement Cycle process in the Indonesian Stock Exchange (IDX). It shows the flow from investors (Jual and Beli) through brokers (Anggota Bursa) to the exchange, leading to a transaction (Transaksi). This transaction then moves to the clearing and settlement stage (Kliring dan Penyelesaian), involving the transfer of securities (Efek) and funds (Dana). The process is divided into two main phases: Trading (Proses Perdagangan) and Settlement (Proses Penyelesaian). The entire process is represented by a sequence of boxes connected by arrows, with time markers (T+) indicating specific points in the timeline.</p>

Saat ini, perdagangan efek di Bursa Efek Indonesia dapat dilakukan pada tiga jenis pasar dengan hari penyelesaian tersendiri yaitu:

Pasar	Siklus Penyelesaian
Reguler	Hari Bursa ke-3 setelah terjadinya Transaksi Bursa (T+3)
Tunai	Hari Bursa yang sama dengan terjadinya Transaksi Bursa (T+0)
Negosiasi	Berdasarkan kesepakatan pihak penjual dan pembeli

[EN]

Indonesia Stock Exchange Settlement Cycle can be illustrated as follows :



Currently, Settlement Cycle at Indonesia Stock Exchange differ from each of Market Board as follows :

Market	Settlement Cycle
Regular	<i>On the 3rd Exchange Day after the occurrence of the Exchange Transaction (T+3)</i>
Cash	<i>On the same Exchange Day after the occurrence of the Exchange Transaction (T+0)</i>
Negotiation	<i>Based on the agreement between seller and buyer</i>

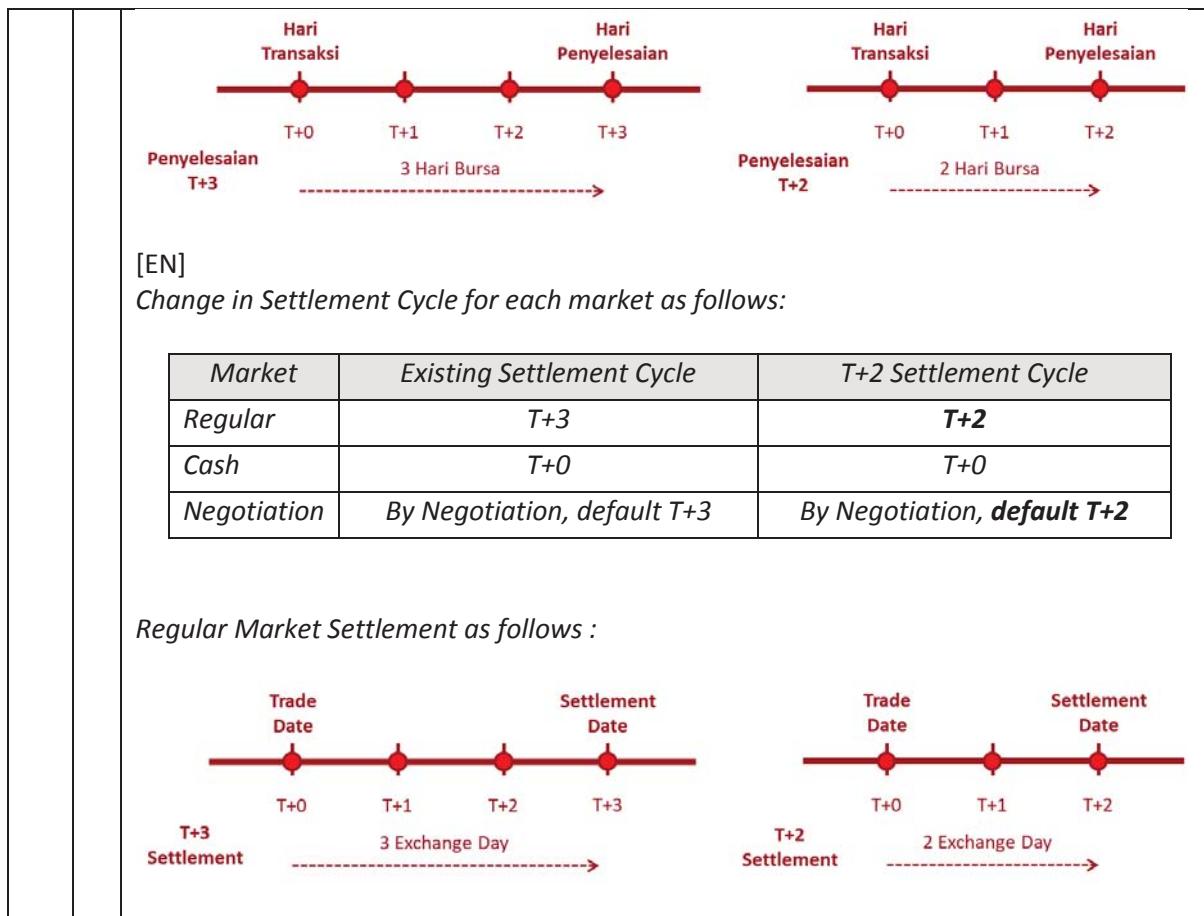
3. Q [ID]
Apa itu T+2?
[EN]
What is T+2?

A [ID]

	<p>Siklus Penyelesaian Bursa T+2 (T+2) merupakan Penyelesaian dimana penyerahan efek oleh pihak penjual dan penyerahan dana oleh pihak pembeli dilakukan pada Hari Bursa ke-2 setelah terjadinya Transaksi Bursa.</p> <p>[EN] <i>T+2 Settlement Cycle (T+2) denote that the seller must deliver the purchased security and the buyer must make payment on the 2nd Exchange Day after the occurrence of the Exchange Transaction.</i></p>
	<p>Q [ID] Mengapa T+2? [EN] <i>Why T+2?</i></p>
4.	<p>A [ID] Seiring dengan kemajuan teknologi dan perkembangan praktik yang diterapkan oleh Bursa di dunia, salah satu rekomendasi pengembangan Pasar Modal Dunia dan praktik yang ada saat ini adalah mempersingkat siklus penyelesaian transaksi Bursa. Saat ini negara - negara dari Kawasan Eropa, Asia, dan Amerika sudah mulai mempercepat Siklus Penyelesaian mereka dari T+3 menjadi T+2. Oleh karena itu, dalam rangka menerapkan Global Best Practice maka Bursa Efek Indonesia memandang perlunya untuk menerapkan Siklus Penyelesaian T+2 agar menjadi Bursa yang memiliki daya saing dan kredibilitas tingkat dunia. [EN] <i>As technological developments have enabled more rapid communications and practices improvement adopted by various Stock Exchange globally, one of the recommendations for Capital Market Development is to shorten settlement cycle. Currently, various European, Asian, and American Stock Exchanges have gradually begun to reduce their settlement cycle from T+3 to T+2. Therefore, in order to implement Global Best Practices, Indonesia Stock Exchange has been considered to reduce its own settlement cycle to meet international standards.</i></p>
5.	<p>Q [ID] Apa manfaat T+2? [EN] <i>What benefits are expected from T+2?</i></p> <p>A [ID]</p> <ol style="list-style-type: none"> 1. Efisiensi proses Penyelesaian Siklus Penyelesaian T+2 merampingkan proses penyelesaian saat ini sehingga dapat meningkatkan efisiensi dan penurunan biaya penyelesaian bagi pelaku secara jangka panjang. 2. Penyelarasan waktu penyelesaian dengan Bursa Dunia

		<p>Berbagai Bursa dari Kawasan Eropa, Asia Pasifik, Australia, New Zealand, Arab Saudi, Amerika Serikat, dan Kanada sudah menerapkan Siklus Penyelesaian T+2. Bursa – bursa lainnya juga telah mengumumkan rencana untuk mempercepat Siklus Penyelesaian mereka.</p> <ul style="list-style-type: none"> 3. Likuiditas pasar menjadi lebih tinggi Dengan waktu Penyelesaian yang lebih cepat, efek yang telah dibeli oleh investor dapat dijual kembali dalam waktu yang lebih singkat sehingga pasar menjadi lebih likuid. 4. Perputaran dan pemanfaatan dana yang lebih cepat Sama halnya dengan efek, penjual akan menerima dana dan merealisasi gain 1 hari lebih cepat serta mempermudah investor untuk melakukan ‘switching’ ke instrument investasi lainnya. 5. Penurunan risiko <i>counterparty</i> dan pasar Semakin lama waktu Penyelesaian transaksi, semakin besar risiko yang akan dihadapi oleh kedua belah pihak. Mempercepat siklus Penyelesaian akan membantu memitigasi risiko pasar dengan mengurangi exposure antara pihak yang bertransaksi dan Lembaga Kliring dan Penjaminan itu sendiri. <p>[EN]</p> <ul style="list-style-type: none"> 1. <i>Settlement process efficiency</i> <i>T+2 encourages market player to streamlines their settlement process, and lower operational cost in the long run</i> 2. <i>Aligning with leading global settlement practices</i> <i>Most of Global Exchanges from European, Asian, and American Market gradually begun to reduce their settlement cycle to T+2.</i> 3. <i>Enhance liquidity in the Market</i> <i>With shorter settlement cycle, securities that investor purchased can be resold in less time.</i> 4. <i>Enabling capital to be freed up faster for reinvestment</i> <i>With shorter settlement cycle, Seller will also receive funds one day sooner, realize gains faster, and it also make investor easier to switch investment to other securities.</i> 5. <i>Reduction of counterparty and market risks</i> <i>The longer the settlement time, the greater the risk that both parties exposed. Shortening Settlement Cycle also will help to mitigate market risk and reduce risk exposure between transacting parties and the Clearing House itself.</i>
6.	Q	<p>[ID] Apakah Bursa Efek Indonesia juga akan menerapkan T+2?</p> <p>[EN] <i>Will Indonesia Stock Exchange shorten its settlement cycle to T+2 as well?</i></p>

		<p>[ID] Ya, T+2 akan diberlakukan di Bursa Efek Indonesia pada Senin, 26 November 2018 dengan skema masa transisi sebagai berikut :</p>												
A	[EN] <i>Yes, T+2 will be implemented at Indonesia Stock Exchange on Monday, 26 November 2018 with details as follows :</i>													
Q	[ID] Bagaimana penyelesaian Transaksi pada setiap pasar di Bursa Efek Indonesia setelah T+2 diterapkan? [EN] <i>How is settlement cycle for each market Board at Indonesia Stock Exchange after T+2 implemented?</i>													
7.	A	<p>[ID] Berikut adalah pasar yang penyelesaian transaksinya mengalami perubahan :</p> <table border="1"> <thead> <tr> <th>Pasar</th> <th>Siklus Penyelesaian Saat Ini</th> <th>Siklus Penyelesaian T+2</th> </tr> </thead> <tbody> <tr> <td>Reguler</td> <td>T+3</td> <td>T+2</td> </tr> <tr> <td>Tunai</td> <td>T+0</td> <td>T+0</td> </tr> <tr> <td>Negosiasi</td> <td>Sesuai kesepakatan, default T+3</td> <td>Sesuai kesepakatan, default T+2</td> </tr> </tbody> </table> <p>Penyelesaian di Pasar Reguler menjadi sebagai berikut :</p>	Pasar	Siklus Penyelesaian Saat Ini	Siklus Penyelesaian T+2	Reguler	T+3	T+2	Tunai	T+0	T+0	Negosiasi	Sesuai kesepakatan, default T+3	Sesuai kesepakatan, default T+2
Pasar	Siklus Penyelesaian Saat Ini	Siklus Penyelesaian T+2												
Reguler	T+3	T+2												
Tunai	T+0	T+0												
Negosiasi	Sesuai kesepakatan, default T+3	Sesuai kesepakatan, default T+2												



8.	Q	<p>[ID] Bagaimana alur transaksi bursa hingga Penyelesaian setelah T+2 di implementasi?</p> <p>[EN] <i>How will the business process from transaction to settlement become after T+2 implemented?</i></p>
	A	[ID]

Seq	Process	Side	T+0	T+1	T+2
1	Order Entry & Execution for RG Market	Client, AB	08:45 - 16:15		
2	Order Entry & Execution for TN Market	Client, AB	09:00 - 12:00		
3	Order Entry & Execution for NG Market	Client, AB	09:00 - 16:15		
4	Trading ID Correction for RG Market	AB, BEI	08:45 - 16:20		
5	Trading ID Correction for TN Market	AB, BEI	09:00 - 12:05		
6	Trading ID and Transaction Correction for NG	AB, BEI	09:00 - 16:20		
7	Exchange Transaction Data Delivery	BEI, AB	16:20 - 17:30		
8	Clearing Result Delivery for RG and NG Market	KPEI, AK	16:20 - 15:30		
9	Clearing Result Delivery for TN Market	KPEI, AK	12:45		
10	Trade Confirmation Delivery to Client	AB, Client		23:59	
11	Allocation, Confirmation, Affirmation	Client, BK, AB		23:59	12:15
12	Pre Matching, Post Trade Process	AB, BK, KSEI		23:59	12:15
13	SLB Request to KPEI	AB, KPEI	09:00 - 12:15 and 16:00 - 17:00	17:00	11:30
14	Bank Intraday Facility	AB, Bank			12:15
15	Obligation of Delivery RG Market (KPEI)	AB, KPEI			12:15
16	Obligation of Delivery TN Market (KPEI)	AB, KPEI	12:00 - 13:00		
17	Book Entry Exchange Settlement	AB, KPEI, KSEI			06:00 - 13:30

Untuk menghindari potensi kegagalan saat tanggal Penyelesaian khususnya bagi Nasabah Institusi, seluruh proses *pre settlement matching* antara Bank Kustodian dan Anggota Bursa telah diselesaikan maksimal pada T+1.

[EN]

Seq	Process	Side	T+0	T+1	T+2
1	Order Entry & Execution for RG Market	Client, AB	08:45 - 16:15		
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To avoid any potential settlement failure on settlement date specifically for Institutional Clients, we encourage Custodian Bank and Exchange Member to resolve pre settlement matching process no later than T+1.

	<p>[ID] Bagaimana T+2 dapat mempengaruhi anda dalam melakukan transaksi?</p> <p>[EN] <i>How will T+2 impact your transactions?</i></p>	
9.	<p>[ID]</p> <ol style="list-style-type: none"> Penumpukan settlement pada hari penyelesaian pertama setelah T+2 diimplementasi : <p>Transaksi yang terjadi pada hari terakhir T+3 akan diselesaikan pada saat yang bersamaan dengan transaksi pada hari pertama T+2. Pelaku diharapkan untuk memperhatikan kecukupan dana dan efek untuk menghadapi penyelesaian dalam jumlah besar pada hari tersebut. Hal ini hanya terjadi satu kali pada Penyelesaian pertama T+2.</p> <ol style="list-style-type: none"> Waktu yang dimiliki Investor untuk melakukan proses <i>pre settlement matching</i> saat siklus Penyelesaian T+2 lebih sedikit 1 hari dibandingkan sebelumnya. Permintaan fasilitas pinjam meminjam efek (SLB) untuk keperluan penyelesaian yang biasa dilakukan pada T+2 sebaiknya dilakukan pada T+1 untuk memastikan ketersediaan efek yang dapat dipinjam. <p>[EN]</p> <ol style="list-style-type: none"> <i>Double settlement on first T+2 settlement date:</i> <ol style="list-style-type: none"> <i>Market participants on T+2 will now have one less day to complete the pre-settlement matching process compared to prior settlement cycle.</i> <i>Securities lending and borrowing request for settlement purpose should be submitted on T+1 to ensure availability of securities that can be borrowed.</i> 	
	Q	

		<p>[ID] Berapa efek atau dana yang harus saya serahkan pada hari penyelesaian ketika saya bertransaksi pada hari terakhir T+3 dan hari pertama T+2?</p> <p>[EN] <i>How many/much shares or funds should I deliver on first T+2 settlement if I trade on the last day of T+3 and the first day of T+2?</i></p>																																																																																																																																																																																																																																			
10	A	<p>[ID] Ketika transaksi dilakukan pada hari terakhir T+3 dan hari pertama T+2, maka transaksi tersebut akan di netting oleh KPEI dengan ilustrasi sebagai berikut :</p> <table border="1"> <thead> <tr> <th colspan="7">Last Day T+3</th> <th colspan="7">First Day T+2</th> <th>Settlement</th> </tr> <tr> <th colspan="7">Trade Execution (Last Day T+3)</th> <th colspan="7">Trade Execution (First Day T+2)</th> <th></th> </tr> <tr> <th>No</th><th>Client</th><th>S/B</th><th>Sec</th><th>Vol</th><th>Price</th><th>Val</th> <th>No</th><th>Client</th><th>S/B</th><th>Sec</th><th>Vol</th><th>Price</th><th>Val</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td><td>A</td><td>Buy</td><td>AAAA</td><td>500</td><td>8,000</td><td>-4,000,000</td> <td>1</td><td>A</td><td>Sell</td><td>AAAA</td><td>-200</td><td>8,000</td><td>1,600,000</td> </tr> <tr> <td>2</td><td>B</td><td>Sell</td><td>AAAA</td><td>-400</td><td>8,100</td><td>3,240,000</td> <td>2</td><td>B</td><td>Buy</td><td>BBBB</td><td>500</td><td>4,000</td><td>-2,000,000</td> </tr> <tr> <td>3</td><td>C</td><td>Buy</td><td>BBBB</td><td>1,500</td><td>4,000</td><td>-6,000,000</td> <td>3</td><td>C</td><td>Sell</td><td>CCCC</td><td>-2,800</td><td>2,000</td><td>5,600,000</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="7">Client Level CRL (Last Day T+3)</th> <th colspan="7">Client Level CRL (First Day T+2)</th> </tr> <tr> <th>No</th><th>Client</th><th>S/B</th><th>Sec</th><th>Vol</th><th>Price</th><th>Val</th> <th>No</th><th>Client</th><th>S/B</th><th>Sec</th><th>Vol</th><th>Price</th><th>Val</th> </tr> </thead> <tbody> <tr> <td>1</td><td>A</td><td>Buy</td><td>AAAA</td><td>500</td><td>8,000</td><td>-4,000,000</td> <td>1</td><td>A</td><td>Buy</td><td>AAAA</td><td>300</td><td>8,000</td><td>-2,400,000</td> </tr> <tr> <td>2</td><td>B</td><td>Sell</td><td>AAAA</td><td>-400</td><td>8,100</td><td>3,240,000</td> <td>2</td><td>B</td><td>Sell</td><td>AAAA</td><td>-400</td><td>8,100</td><td>1,240,000</td> </tr> <tr> <td>3</td><td>C</td><td>Buy</td><td>BBBB</td><td>1,500</td><td>4,000</td><td>-6,000,000</td> <td>3</td><td>B</td><td>Buy</td><td>BBBB</td><td>500</td><td>4,000</td><td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="7">CM Level CRL (Last Day T+3)</th> <th colspan="7">CM Level CRL (First Day T+2) - Net</th> </tr> <tr> <th>No</th><th colspan="2">Deliver/Receive</th><th>Sec</th><th>Vol</th><th colspan="2">Val</th> <th>No</th><th colspan="2">Deliver/Receive</th><th>Sec</th><th>Vol</th><th colspan="2">Val</th> </tr> </thead> <tbody> <tr> <td>1</td><td colspan="2">Receive</td><td>AAAA</td><td>100</td><td colspan="2">-760,000</td> <td>1</td><td colspan="2">Deliver</td><td>AAAA</td><td>-100</td><td colspan="2">840,000</td> </tr> <tr> <td>2</td><td colspan="2">Receive</td><td>BBBB</td><td>1,500</td><td colspan="2">-6,000,000</td> <td>2</td><td colspan="2">Receive</td><td>BBBB</td><td>2,000</td><td colspan="2">-8,000,000</td> </tr> <tr> <td></td><td colspan="2">(Obligation)/Right</td><td>IDR</td><td></td><td colspan="2">-6,760,000</td> <td>3</td><td colspan="2">Deliver</td><td>CCCC</td><td>-2,800</td><td colspan="2">5,600,000</td> </tr> </tbody> </table> <p>[EN] <i>The transaction on last day of T+3 and first day of T+2 will be netted by KPEI as following illustration :</i></p>	Last Day T+3							First Day T+2							Settlement	Trade Execution (Last Day T+3)							Trade Execution (First Day T+2)								No	Client	S/B	Sec	Vol	Price	Val	No	Client	S/B	Sec	Vol	Price	Val		1	A	Buy	AAAA	500	8,000	-4,000,000	1	A	Sell	AAAA	-200	8,000	1,600,000	2	B	Sell	AAAA	-400	8,100	3,240,000	2	B	Buy	BBBB	500	4,000	-2,000,000	3	C	Buy	BBBB	1,500	4,000	-6,000,000	3	C	Sell	CCCC	-2,800	2,000	5,600,000	Client Level CRL (Last Day T+3)							Client Level CRL (First Day T+2)							No	Client	S/B	Sec	Vol	Price	Val	No	Client	S/B	Sec	Vol	Price	Val	1	A	Buy	AAAA	500	8,000	-4,000,000	1	A	Buy	AAAA	300	8,000	-2,400,000	2	B	Sell	AAAA	-400	8,100	3,240,000	2	B	Sell	AAAA	-400	8,100	1,240,000	3	C	Buy	BBBB	1,500	4,000	-6,000,000	3	B	Buy	BBBB	500	4,000		CM Level CRL (Last Day T+3)							CM Level CRL (First Day T+2) - Net							No	Deliver/Receive		Sec	Vol	Val		No	Deliver/Receive		Sec	Vol	Val		1	Receive		AAAA	100	-760,000		1	Deliver		AAAA	-100	840,000		2	Receive		BBBB	1,500	-6,000,000		2	Receive		BBBB	2,000	-8,000,000			(Obligation)/Right		IDR		-6,760,000		3	Deliver		CCCC	-2,800	5,600,000	
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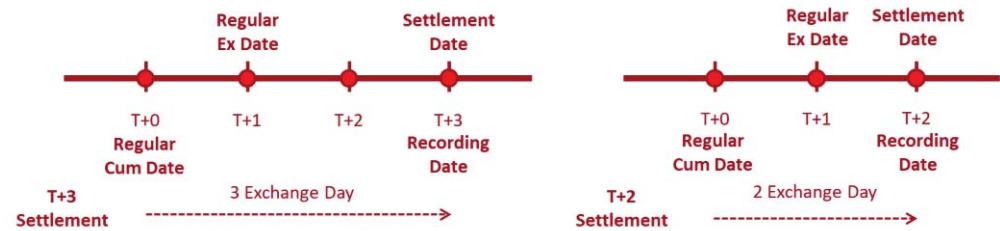
		Last Day T+3						First Day T+2						Settlement		
		Trade Execution (Last Day T+3)						Trade Execution (First Day T+2)								
		No	Client	S/B	Sec	Vol	Price	Val	No	Client	S/B	Sec	Vol	Price	Val	
		1	A	Buy	AAAA	500	8,000	-4,000,000	1	A	Sell	AAAA	-200	8,000	1,600,000	
		2	B	Sell	AAAA	-400	8,100	3,240,000	2	B	Buy	BBBB	500	4,000	-2,000,000	
		3	C	Buy	BBBB	1,500	4,000	-6,000,000	3	C	Sell	CCCC	-2,800	2,000	5,600,000	
		Client Level CRL (Last Day T+3)						Client Level CRL (First Day T+2)								
		No	Client	S/B	Sec	Vol	Price	Val	No	Client	S/B	Sec	Vol	Price	Val	
		1	A	Buy	AAAA	500	8,000	-4,000,000	1	A	Buy	AAAA	300	8,000	-2,400,000	
		2	B	Sell	AAAA	-400	8,100	3,240,000	2	B	Sell	AAAA	-400	8,100	1,240,000	
		3	C	Buy	BBBB	1,500	4,000	-6,000,000	3	B	Buy	BBBB	500	4,000		
		CM Level CRL (Last Day T+3)						CM Level CRL (First Day T+2) - Net								
		No	Deliver/Receive	Sec	Vol		Val	No	Deliver/Receive	Sec	Vol		Val			
		1	Receive	AAAA	100		-760,000	1	Deliver	AAAA	-100		840,000			
		2	Receive	BBBB	1,500		-6,000,000	2	Receive	BBBB	2,000		-8,000,000			
		(Obligation)/Right			IDR		-6,760,000	3	Deliver	CCCC	-2,800		5,600,000			
		(Obligation)/Right			IDR		-1,560,000									

[ID]
Bagaimana dengan penentuan hak atas Aksi Korporasi?
[EN]
How will T+2 impact on Corporate Action Entitlement?

[ID]
Perubahan tanggal Cum dan Ex pada Pasar Reguler atas Aksi Korporasi Perusahaan Tercatat sebagai berikut :



[EN]
Change in Cum and Ex Date in Regular Market of Corporate Action are as follows :



		<p>[ID] Bagaimana dengan perjanjian atau kesepakatan yang telah dilakukan antara Perusahaan Efek dengan Nasabah?</p> <p>Q</p> <p>[EN] <i>What about the agreement that has been made between the Securities Company and the Clients?</i></p>
12	A	<p>[ID] Baik Perusahaan Efek maupun Nasabah diminta untuk melakukan review dan melakukan penyesuaian apabila diperlukan atas dokumen – dokumen kontraktual dan kesepakatan yang ada seperti namun tidak terbatas pada dokumen Account Opening, hak/kewajiban terima/serah dana dan/atau efek pada pada Trade Confirmation / Invoice, dan Forced Sell/Buy dalam fasilitas Margin dan/atau Shortsell. Anggota Bursa wajib menginformasikan segala perubahan yang terjadi pada dokumen kontraktual kepada setiap Nasabah mereka menggunakan media yang ada.</p> <p>[EN] <i>Both Securities Company and Client is required to review and make adjustments on their contractual documents and existing agreements including, but not limited to, Opening Account documents, rights / obligations to receive funds and / or securities at the Trade Confirmation / Invoice, and Forced Sell / Buy in Margin and / or Shortsell facilities. Securities Company must inform any change of agreement to every of its Client by any means.</i></p>
13	Q	<p>[ID] Bagaimana jika saya memiliki pertanyaan lebih lanjut terkait T+2?</p> <p>[EN] <i>I have further questions related to T + 2</i></p>
	A	<p>[ID] Ibu / Bapak dapat mengirimkan pertanyaan tersebut ke :</p> <p>Unit Pelaporan Perdagangan dan Evaluasi Operasional, pelaporanevaluasi.opp@idx.co.id untuk pertanyaan seputar transaksi Bursa</p> <p>Unit Ekuiti, unit.eku@kpei.co.id untuk pertanyaan seputar kliring dan kewajiban serah</p> <p>Unit Penyelesaian Transaksi, pt@ksei.co.id untuk pertanyaan seputar penyelesaian transaksi</p> <p>Tidak yakin harus mengirimkan kemana? Silahkan kirimkan ketiga email tersebut dan akan kami bantu untuk ekskalasikan ke pihak terkait.</p>

[EN]

You can send the question to :

*Trading Reporting and Operational Evaluation Unit,
pelaporanevaluasi.opp@idx.co.id for questions about exchange transaction*

*Equity Unit,
unit.eku@kpei.co.id for questions about clearing and obligation of delivery*

*Transaction Settlement Unit,
pt@ksei.co.id for questions about settlement*

Not sure which one? Send it to all of the emails.