

CFE Information Circular IC17-006

Date: February 22, 2017
To: Trading Privilege Holders
From: CFE Business Development
RE: Send Word Now Messaging App

CBOE Futures Exchange, LLC (CFE) is issuing this circular to notify CFE Trading Privilege Holders (TPHs) of CFE's plans to provide expanded use of the Send Word Now (SWN) messaging system. Currently, CFE uses SWN e-mails to distribute time-sensitive messages regarding system outages, trading suspensions, and other urgent messaging needs. CFE plans to provide TPHs with greater flexibility by offering the alternative option of receiving these messages via the SWN Direct app, to be delivered to an iPhone, iPad, or Android device. CFE participants can elect to add the SWN Direct app for message delivery, continue receiving messages via e-mail, or choose to use both channels.

In order to use the SWN Direct app, recipients must have one of the following devices:

- iPhone 4 and above, iPad,
- iOS 6 and above
- Android 2.2 and above

Additionally, a work e-mail address is required. If interested, TPHs should e-mail the CFE Help Desk at CFESWNrequest@cboe.com to be added to the master distribution list for the SWN Direct app prior to activation of the app. Once TPHs have been added to the CFE SWN Direct app list, they will receive a welcome invitation, including a downloadable link for either iOS or Android systems. The SWN Direct app must be downloaded and enabled on the device and push notifications must be accepted for the SWN Direct app to provide necessary steps regarding how to receive CFE notifications.

This change will not affect CBOE or C2 Send Word Now message distribution, which will continue to be sent via e-mail, nor will it affect current CFE SWN e-mail subscribers who elect to keep their current e-mail distribution channel.

Additional Information

Please contact Jack O'Neill of the CFE Help Desk at oneillj@cboe.com or (312) 786-8856 or Diane Hettwer of CFE Business Development at hettwer@cboe.com or (312) 786-8214 with any questions.