

Malta Stock Exchange

WHO WE ARE

Malta Stock Exchange ("MSE") was set up with the main objective to develop the capital markets in Malta by facilitating the mobilization of savings into productive investment through the admission of listed securities on the primary market as well as facilitating the trading of listed securities through the provision of a secondary market.

The current MSE Group Structure is composed of MSE (Holdings) Ltd (wholly owned by the Government of Malta) and the following subsidiary companies: Malta Stock Exchange plc, and the Malta Stock Exchange Institute Ltd. Malta Stock Exchange plc is the main operating company that currently holds a license issued by the MFSA to operate the regulated markets and the Central Securities Depository (CSD). By virtue of its market operator license, the MSE operates its main market and the Institutional Financial Securities Market (IFSM) which is geared toward institutional investors. In addition, MSE operates Prospects MTF, which is a multilateral trading facility (MTF) and an unregulated market, set up specifically for the admission of start-ups and SMEs.

The exchange operates its own CSD offering dematerialization, clearing, settlement, and registrar services. The MSE is also Malta's national numbering agency, issuing ISINs in respect of all securities issued in Malta.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://www.borzamalta.com.mt>

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 10 - 15 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 2 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: customerservice@borzamalta.com.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

HOW TO CONTACT US

- o Malta Stock Exchange, Garrison Chapel, Castille Place Valletta VLT 1063, Malta
- o Monday to Friday: 08:00-15:30; Weekends, & Public Holidays: Closed
- o <https://www.borzamalta.com.mt>; <https://eportfolio.borzamalta.com.mt/>
- o Contact us: borza@borzamalta.com.mt - +356 2124 4051
- o Through Social Media:

