

MATCHNow Policy

System Restarts Following Unplanned Service Interruptions

After an unplanned service interruption, TriAct Canada Marketplace will restart the MATCHNow system with attention to the time required for Subscribers and Access Vendors (Customers) to facilitate returning their order flow to MATCHNow.

Matching Halted, Order Entry Available

If the service interruption is such that order entry is available to the MATCHNow system while trading is suspended, a Notice will be sent to all Customers of the impending resumption of trading once the issue has been resolved. An example of this type of interruption would be when market data is unavailable from a primary marketplace.

Sample Notice (sent at 11:02am):

“Please be advised that MATCHNow will resume trading at 11:05am. Please call TriAct Support at 416-861-1010 X0 with any questions or concerns.”

Matching Halted, Order Entry Unavailable

When the problem has been resolved, a Notice will be sent detailing the following:

- Time order entry will be available
- Users will be advised that TriAct support can assist with cancellation of orders
- Trading will not resume for the day if the opening time would be 3:45pm or later