GUIDE

Amendment Guide for Market Participants

This guide explains how to amend your registration with JAO through the JAO Support Hub. Use it whenever the information you provided during registration needs to change.

> **ONE PLACE FOR ALL CHANGES**
>
> Changes to allocation rules, contact details, company name and address, and bank details were each handled through a separate request and form. The amendment brings them together: you review your registration in a single flow, change what is needed and submit everything as one amendment, signed once.

If you have any questions, contact us through the JAO Support Hub at **support.jao.eu**.

BEFORE YOU BEGIN

What you need to know

- Any contact registered for your company in the JAO Support Hub can open an amendment.
- Your current registration stays in force and **remains unchanged until JAO approves and countersigns the amendment**.
- Every field in the amendment is prefilled with the details JAO holds today. Change only what needs to change.
- Some changes must be supported by documents. Have them ready before you start (see the table below).

What you can change and what to upload

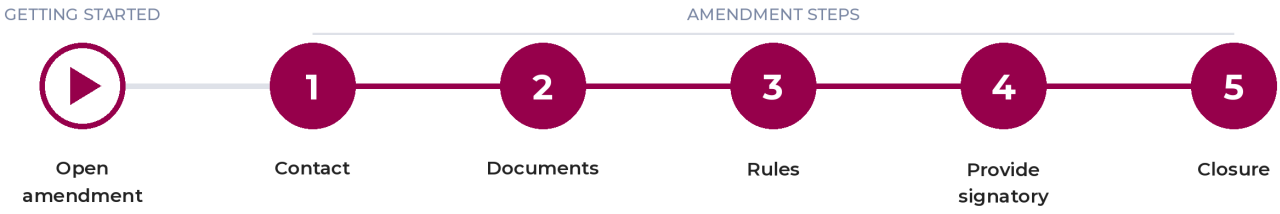
Change	Where	Supporting documents
Allocation rules and borders	Step 3	None. Some borders require separate agreements (see Step 3)
Contact persons (General correspondence, Operational, Financial, Commercial, Primary Authorised Person)	Step 1	None
Company name	Step 1	Update your company name in ACER CEREMP and the ENTSO-E EIC registry first. Then upload: Commercial Extract showing the old and the new name (issued **< 6 months** ago), Certificate of Bank Account details showing the new name (issued **< 3 months** ago), Beneficial Owner Structure (issued **< 1 month** ago) and an amendment to your bank guarantee showing the new name (if any)

Change	Where	Supporting documents
Company address	Step 1	Commercial Extract showing the new address (issued **< 6 months** ago), Certificate of Bank Account details showing the new address (issued **< 3 months** ago) and an amendment to your bank guarantee showing the new address (if any)
Bank details	Step 1	Certificate of Bank Account details for the new account (issued **< 3 months** ago)
Signatories	Step 1	Commercial Extract (issued **< 6 months** ago) or other official company documents confirming the signatories' authority to represent the company
Ownership structure	Step 2	Beneficial Owner Structure (issued **< 1 month** ago) and ID(s) of the Ultimate Beneficial Owner(s)

THE PATH

Your amendment journey

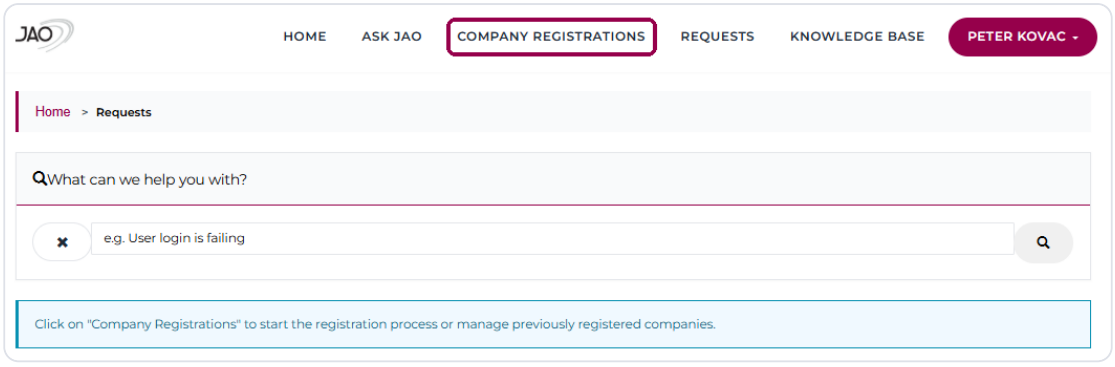
You first open an amendment from your company's registration, then complete a five-step flow that ends with signing and submitting the amendment.



GETTING STARTED

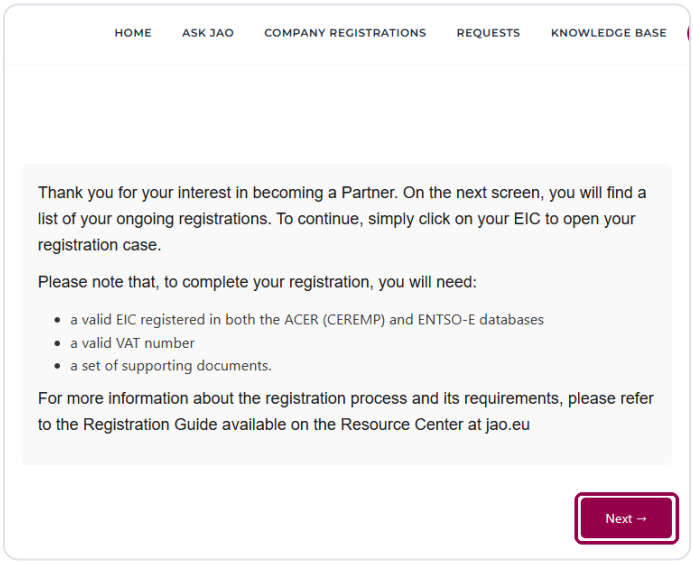
Open an amendment

1 Sign in to **support.jao.eu** and select **Company Registrations** in the top menu.



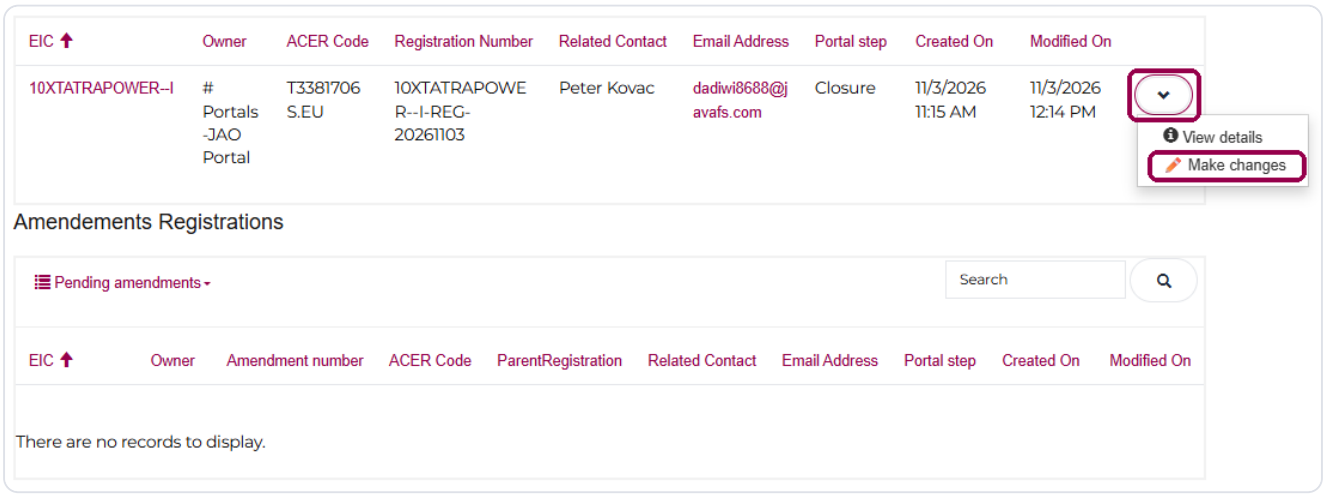
Select Company Registrations in the top menu

2 On the welcome screen, select **Next**.



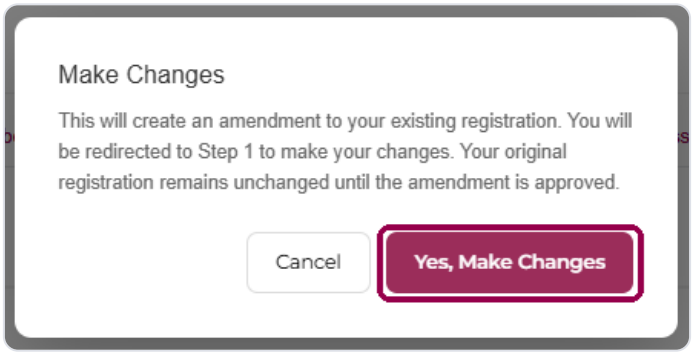
Welcome screen

3 Your registered companies are listed by EIC. Find the company you want to amend, select the **arrow** at the end of its row and choose **Make changes**. **View details** shows the registration as it stands.



Select the arrow, then Make changes

4 Confirm with **Yes, Make Changes**. JAO creates an amendment to your existing registration and takes you to Step 1.



Confirm the amendment

Your amendment appears in the **Amendments Registrations** table under your registrations, with its amendment number and the step it has reached.

STEPS 1 TO 5

Complete the amendment

The amendment follows the same flow as your registration. Each step opens with your current details, so you only edit what changes.

1 STEP 1 Amendment – Contact

Review and update your contact persons, bank details and signatories.

Contacts

General correspondence, **Operational**, **Financial** and **Commercial** contact persons, and your **Primary Authorised Person**. For each contact: name, email, address, country and phone number. For General correspondence also the company address and the contact's function.

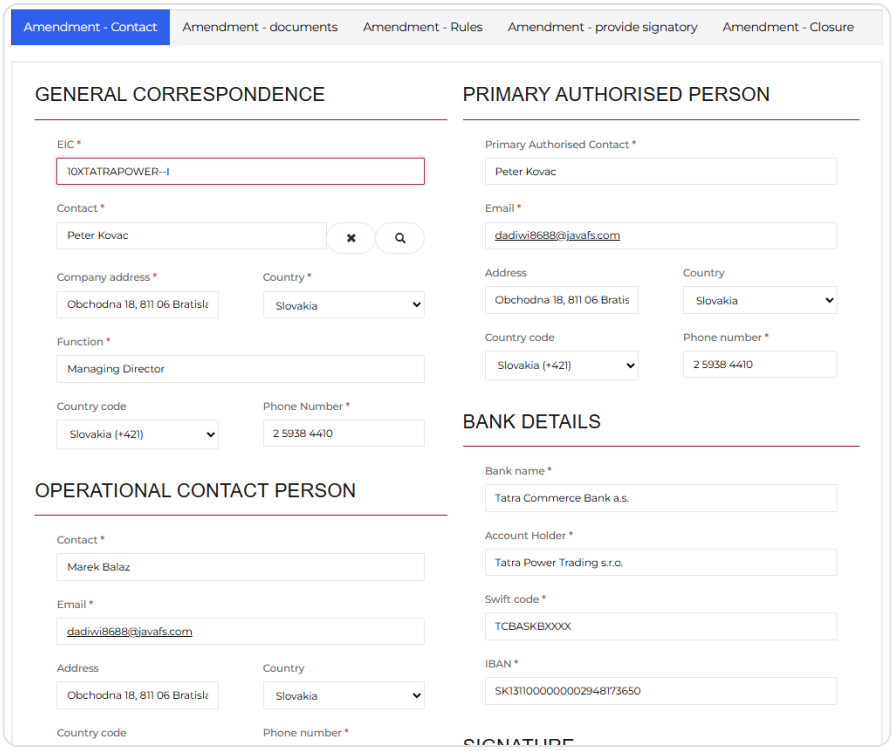
> **RULE**
> If your company is based in the EU, the General correspondence address must be in the **same country** as your VAT number.

Bank details

Bank name, Account holder, SWIFT code and IBAN of your **corporate** bank account. If you change your bank account, upload a new Certificate of Bank Account details in Step 2.

Signature

The names and place of signing of up to three signatories who will sign the amendment. Signatories must be authorised to represent the company, as shown in your Commercial Extract or other official company documents.



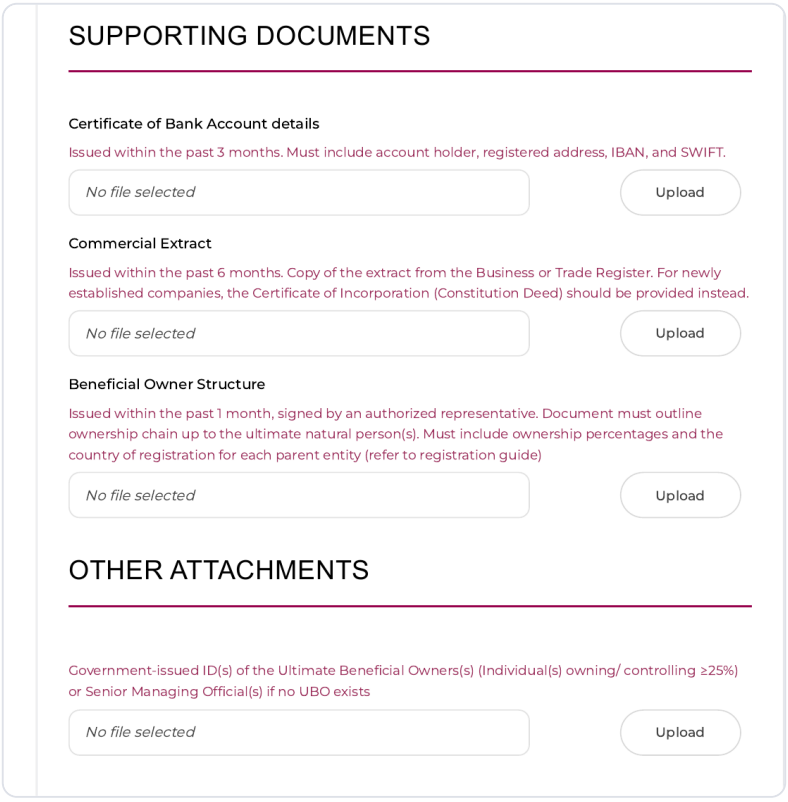
Amendment – Contact, prefilled with your current details

2 STEP 2 Amendment – documents

Upload the documents that support your changes (see *What you can change and what to upload*). Each document must be within its validity window.

Supporting document	Must be issued	Notes
Certificate of Bank Account details	**< 3 months** ago	Shows account holder, registered address, IBAN and SWIFT.
Commercial Extract	**< 6 months** ago	Extract from the Business or Trade Register. For newly established companies, the Certificate of Incorporation (Constitution Deed).
Beneficial Owner Structure	**< 1 month** ago	Ownership chain up to the ultimate natural person(s), with ownership percentages and the country of registration of each parent entity; signed by an authorised representative.

Under **Other attachments**, upload government-issued IDs of the Ultimate Beneficial Owner(s) (individuals owning or controlling 25% or more) or, if there is no UBO, of the Senior Managing Official(s).



Amendment – documents

3 STEP 3 Amendment – Rules

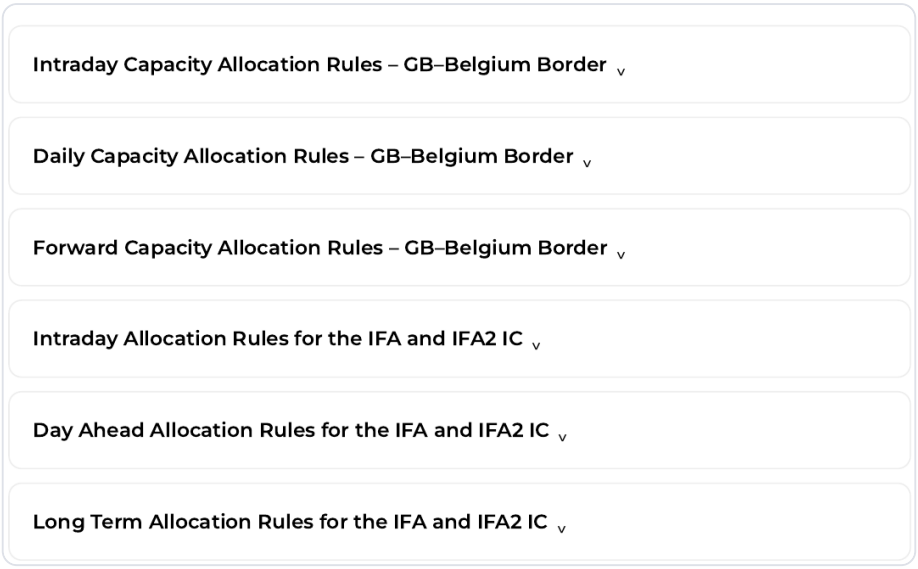
Accept the allocation rules for the borders you wish to participate on. Expand a rule set to see its details and accept it. The rule sets include:

- NemoLink (GB–Belgium border): Intraday, Daily, Forward
- IFA and IFA2 IC, ElecLink and VikingLink: Intraday, Day Ahead, Long Term
- NSL (North Sea Link): Long Term
- Switzerland–Italy border: Intraday
- Swiss borders: Forward, Daily
- Ukrainian borders: Intraday, Daily
- Explicit Daily Capacity Allocation on Bidding Zone borders serviced by JAO
- Explicit Daily Capacity Allocation on the Italy–Montenegro border
- Relevant Shadow Allocation Rules

Rule sets are named as in the official allocation rules. **Forward** and **Long Term** both refer to long-term (yearly and monthly) capacity.

PREREQUISITES

Accepting a rule set grants access to that border once the necessary agreements are in place where applicable. For example, participation on ElecLink also requires an agreement with ElecLink as the interconnector operator and a Balance Responsible Party (BRP) agreement.



Amendment – Rules: expand a rule set to accept it

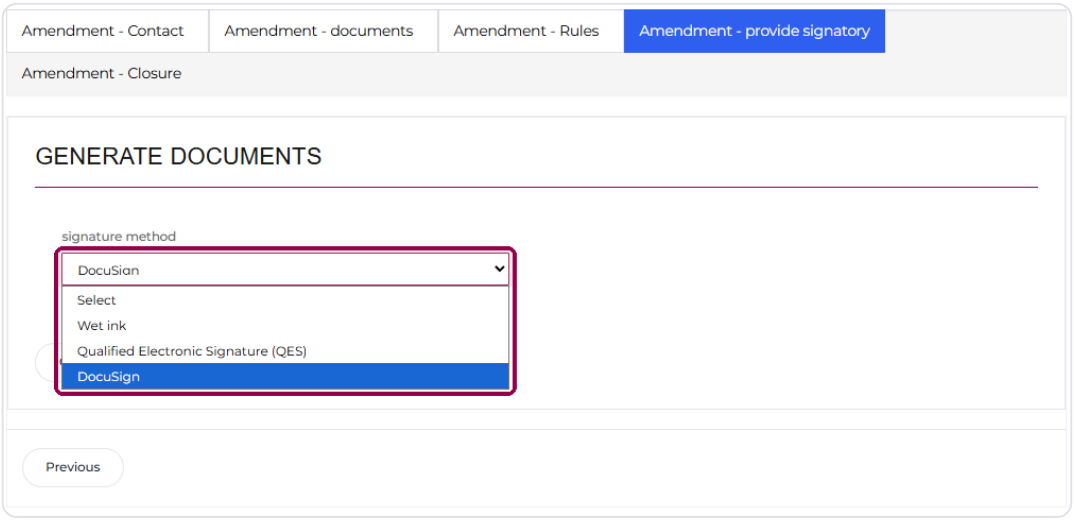
STEP 4

4 Amendment – provide signatory

JAO generates the amendment document from the details you entered. Choose how it will be signed:

- **DocuSign (recommended)** – organised by JAO. JAO sends the amendment to your signatories through DocuSign to sign electronically.
- **Qualified Electronic Signature (QES)** – signed with a qualified electronic signature conforming to the eIDAS Regulation.
- **Wet ink** – signed by hand. Once JAO has approved the amendment, send two signed originals by post to Joint Allocation Office S.A., 2 rue de Bitbourg, L-1273 Luxembourg. JAO countersigns them and returns one original to you.

The amendment must be signed by the signatories named in Step 1.



Amendment – provide signatory: choose the signature method

STEP 5

5 Amendment – Closure

Review your amendment and submit it. JAO then checks the changes and supporting documents and contacts you through the JAO Support Hub if anything is missing.

- Your registration remains unchanged until JAO approves and countersigns the amendment.
- If you changed your bank details, JAO confirms the new account by phone with your Financial contact before the change is applied.
- Once the amendment is approved and countersigned, your registration is updated and JAO confirms this through the JAO Support Hub.

GOOD TO KNOW

Changes made outside the amendment

- **eCAT users** – adding, changing or removing eCAT users is a separate request. The forms are in the Resource Center at jao.eu under eCAT.
- **Bank guarantees** – new guarantees and amendments to existing ones are issued by your bank and sent to JAO separately.
- **EIC code** – a new EIC code requires termination of the current registration and a new registration.

For any other change, or if you are unsure which route applies, contact JAO Support at **support.jao.eu**.