

# NEW IFR WEBSITE

## FREQUENTLY ASKED QUESTIONS

Welcome to the new IFR Website. This FAQ is designed to answer any questions you might have about the new experience. If you have any further questions, please do not hesitate to contact our support team at the numbers provided.

### Q. What's the new URL?

A. The IFR URL will be IFR.com. Once we've launched, if you click on any of the old URLs (IFRMarkets.com, IFRAsia.com), you will be redirected to the new site.

### Q. Will my existing login credentials work on the new site?

A. No – to ensure we have fully encrypted and secure logins for all users, you will be required to reset your password when you visit the new site. On your first visit from any device, you will be asked to enter your email to receive a temporary password. Upon logging in for the first time, you will be required to change your password to something more memorable. From every subsequent device, once you've entered your email address (for the first time), you will be redirected to the login page.

### Q. What about my existing saved searches?

A. For IFR Markets users, most of your existing saved searches and your My IFR template will be carried over to the new site.

Because we've enhanced our searching capabilities – including the addition of new fields, filters and reporting capabilities – certain saved searches that you may have created in the past will no longer function properly. Our staff is on-hand and ready to help if you would like to rebuild any legacy saved searches using the new interface.

### Q. Will I still receive my alerts / mailings?

A. Yes if you are an IFR Markets user with saved alerts and or subscribed to any mailings, you will continue to receive these. You may see some changes to the format of these mailings, but the content will be the same. Some alerts will require you to click through to the website to view the story / deal.

### Q. What about saved stories?

A. Bookmarked content will not be carried over to the new site.

### Q. What features will be available in the new IFR?

- **Improved navigation** – whether it's deals, league tables, news, commentary, technical analysis or economics data, you'll be able to find what you need using our horizontal navigation bar, which allows you to drill into content by asset class and region.
- **Customisable Email Alerts** – subscribers will be able to sign up to receive email alerts on the news and deals they're interested in. You'll be able to set up and manage a range of customised alerts and elect to receive these emails in real time or as a digest at the start or end of each day.

## FOR MORE INFORMATION

### UK/EMEA Sales

+ 44 (0)20 7542 4569

[IFR.Clientsupport@refinitiv.com](mailto:IFR.Clientsupport@refinitiv.com)

### Americas Sales

+ 1 646 223 5543

[IFR.Clientsupport@refinitiv.com](mailto:IFR.Clientsupport@refinitiv.com)

### Asia-Pacific and Japan

+ 852 291 26606

[IFR.Clientsupport@refinitiv.com](mailto:IFR.Clientsupport@refinitiv.com)

## ACCOUNT MANAGEMENT

### ASIA PACIFIC

Pia Batuan

+ 65 6403 5542

[piaalexandra.batuan@refinitiv.com](mailto:piaalexandra.batuan@refinitiv.com)

Samantha Harris

+ 612 9321 8254

[samantha.harris@refinitiv.com](mailto:samantha.harris@refinitiv.com)

Alan Wong

+ 852 2912 6606

[alan.wong@refinitiv.com](mailto:alan.wong@refinitiv.com)

### AMERS

Nida Malik

1 (646) 231-3505

[nida.malik@refinitiv.com](mailto:nida.malik@refinitiv.com)

### EMEA

Laura Giustiniani

+ 44 20 7542 3043

[laura.giustiniani@refinitiv.com](mailto:laura.giustiniani@refinitiv.com)

Nick Haydon

+ 44 20 7542 5115

[nick.haydon@refinitiv.com](mailto:nick.haydon@refinitiv.com)

Lucy Huxen

+ 44 20 7542 8229

[lucy.huxen@refinitiv.com](mailto:lucy.huxen@refinitiv.com)



REFINITIV™

DATA IS JUST  
THE BEGINNING



- **My IFR** – as you navigate throughout the news, deals and calendars on the site, you'll be able to "Add to My IFR" – choosing the content that's most important to you and having the option to select how and where that content displays on your own curated page.
- **Search** – a brand new, highly powerful, intelligent search function allows you to build tailored queries to search across news, deals and issuers (depending on your subscription). Search by keyword, phrase, issuer, destination, asset class, region, currency or any number of different criteria to retrieve the most relevant content, with additional tools such as auto-suggest to get the most from your queries.
- **Responsiveness** – the new responsive website will automatically display optimally over any screen or device. (Some features may be disabled over smaller screens).
- **Issuer Page** – link through from deals and stories to our Issuer page which displays all of the most recent deals and stories for that organisation.
- **Mailings** – you'll be able to self-subscribe (and unsubscribe) to our daily and weekly mailings without having to contact our sales team, using a simple sign-up page, accessible under the "My Account" menu.
- **Top News** – each day our editors will be curating the top stories into a separate section within each asset class – ensuring that you don't miss the most important events impacting the markets.
- **League Tables** that update every day.

#### Q. What content will be available to me?

**A.** The new site brings together content from across IFR Markets, IFR and IFR Asia, bringing together Bonds, Structured Finance, Loans, Equities, FX, Rates, Economics and People & Markets, depending on your subscription. There are 5 subscription levels:

- **IFR** – All of the news, analysis, deals, league tables, data and calendars from across all of our asset classes.
- **IFR Rates** – All of the Rates and Economics news and data from IFR.
- **IFR Credit** – All of the bonds and structured finance news, deals and league tables from IFR.
- **IFR FX** – All of the news and traders from our FX Buzz team.
- **IFR Asia** – All of the Asia content from across our asset classes.

#### Anything else?

When you log in for the first time, you will be asked to complete a short questionnaire, giving some basic details about your content focus. The answers to these questions will help us to deliver a personalised experience to your home page.

#### FOR MORE INFORMATION

##### UK/EMEA Sales

+ 44 (0)20 7542 4569

[IFR.Clientsupport@refinitiv.com](mailto:IFR.Clientsupport@refinitiv.com)

##### Americas Sales

+ 1 646 223 5543

[IFR.Clientsupport@refinitiv.com](mailto:IFR.Clientsupport@refinitiv.com)

##### Asia-Pacific and Japan

+ 852 291 26606

[IFR.Clientsupport@refinitiv.com](mailto:IFR.Clientsupport@refinitiv.com)

#### ACCOUNT MANAGEMENT

##### ASIA PACIFIC

Pia Batuan

+ 65 6403 5542

[piaalexandra.batuan@refinitiv.com](mailto:piaalexandra.batuan@refinitiv.com)

Samantha Harris

+ 612 9321 8254

[samantha.harris@refinitiv.com](mailto:samantha.harris@refinitiv.com)

Alan Wong

+ 852 2912 6606

[alan.wong@refinitiv.com](mailto:alan.wong@refinitiv.com)

##### AMERS

Nida Malik

1 (646) 231-3505

[nida.malik@refinitiv.com](mailto:nida.malik@refinitiv.com)

##### EMEA

Laura Giustiniani

+ 44 20 7542 3043

[laura.giustiniani@refinitiv.com](mailto:laura.giustiniani@refinitiv.com)

Nick Haydon

+ 44 20 7542 5115

[nick.haydon@refinitiv.com](mailto:nick.haydon@refinitiv.com)

Lucy Huxen

+ 44 20 7542 8229

[lucy.huxen@refinitiv.com](mailto:lucy.huxen@refinitiv.com)

#### FOR MORE INFORMATION ON THE NEW IFR

Visit <http://www.ifre.com/new-ifr-website>

Contact your IFR representative or reach out to IFR via  
at [IFR.Clientsupport@refinitiv.com](mailto:IFR.Clientsupport@refinitiv.com).



REFINITIV™

DATA IS JUST  
THE BEGINNING

