

## SERVICE HOTLINE

**Number:** 064/2026  
**Date:** 14 May 2026

**Name and Surname:** Helina Andhee  
**Designation:** Chief Officer - Capital Markets

## EQUITY MARKET – BILLING DISCREPANCY IMPACTING ‘UT’ AND ‘AT’ TRADES

The JSE wishes to inform clients of a billing discrepancy identified in the Equity Market and sincerely apologises for any conveniences caused.

### Summary of the Issue

An issue was identified which resulted in certain Equity Market trades not being billed as expected during March and April 2026. While the underlying cause has been identified, corrective actions are currently being implemented.

### Impacted Scope

- **Trade Types:** Certain UT and AT trades
- **Impacted Trading Days:**
  - 19 March 2026
  - 20 March 2026
  - 23 March 2026
  - 1 April 2026

As a result of this issue, clients were not billed for certain eligible UT and AT trades executed on the specified days.

### Remediation

The JSE is currently implementing a system fix and has initiated additional controls to prevent a recurrence of this issue. Clients will be issued updated March and April 2026 invoices, reflecting the previously unbilled transactions.

The JSE remains committed to maintaining the accuracy and integrity of its billing processes and apologises for the inconvenience this has caused.

Should you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or e-mail [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

### MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

### ENVIRONMENT(S):

Production

### ADDITIONAL INFORMATION:

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