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SERVICE HOTLINE

Number: 068/2025
Date: 09 June 2025

Name and Surname: Market Data
Designation: Information Services

MARKET DATA PRODUCTS DELIVERY PROBLEM – 3 JUNE 2025

Our upstream service provider unfortunately experienced a technical issue on the night of 3 June 2025 which resulted in the delay of the Core and Specialist Indices data products (CSV and Fixed Width format).

The delay was due to technical problems with their End of day production processes.

Further investigation into the root cause of this specific technical problem is currently being assessed, and corrective measures will be put in place to try and prevent recurrence of this problem.

We apologise for the impact to your operations and the inconvenience to your users of the data.

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
- ☒ FTSE/JSE Indices Data Products

ENVIRONMENT(S):

Production

ADDITIONAL INFORMATION:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or

CustomerSupport@jse.co.za