

SERVICE HOTLINE

Number: 112/2024
Date: 07 August 2024

Issued By: Valuations
Information Services

UPDATE - DELAY OF INTRADAY AND END OF DAY FILES FOR 30 JULY 2024

A deployment was conducted on Tuesday, 30 July 2024 which resulted in the misalignment of certain of instruments.

The issue was resolved through a manual process of uploading the updated closing prices, the manual process resulted in delays of the below;

- EOD processes
- Clearing and balancing activities
- Production and dissemination of Market Data products
 - Fixed Income Indices (ALBI and CILI) files
 - Bonds Detailed MTM
 - IR.Zip File
 - CD.Zip and ED.Zip Files
 - Bond ETP Trading Stats

The JSE team have identified the root cause and mitigating actions were put in place to ensure that there is no reoccurrence of this issue.

We sincerely apologise for the inconvenience caused.

Should you have any queries about this Service Hotline, please contact the Client Service Centre on +27 11 520 7777 or e-mail 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)
- FTSE/JSE Indices Data Products
- EOD Information Subscribers
- Live Information Subscribers

ENVIRONMENT(S):

Production

ADDITIONAL INFORMATION:

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