

SERVICE HOTLINE

Number: 118/2026
Date: 24 August 2026

Issued By: Market Data Team
Information Services

SENS REPLACEMENT - UPDATE ON TWO ISSUES RELATED TO SUPPORTING DOCUMENTS METADATA

We would like to inform you of two issues that were identified and subsequently resolved following the recent SENS Replacement project go-live. Please note that no data content was affected by either issue. The impact was limited to the ability to access supporting financial documents and announcement PDFs via the referenced links. Both issues have now been corrected, and all newly distributed announcements contain the correct references.

1. Financial Document URL Correction

For the first three days following go-live, seven SENS announcements contained supporting financial document URLs that incorrectly pointed to an internal storage location rather than the public data lake. As a result, affected financial documents could not be accessed using the URLs provided in the original NewsML payloads.

The issue has been resolved, and correct data has since been republished. A spreadsheet containing the affected announcements and the corresponding correct URLs is attached for your reference if you want to make any corrections to your systems and want to reprocess any affected announcements required by your internal procedures.

2. Historical PDF File Path Correction

We also identified an issue affecting the file path included in the NewsML payload that references announcement PDF documents. The path incorrectly included the text "CTS", which would prevent the link from resolving correctly.

MARKETS / SERVICES:

- ☐ Equity Market
- ☐ Equity Derivatives Market
- ☐ Interest Rate Derivatives Market
- ☐ Currency Derivatives Market
- ☐ Commodity Derivatives Market
- ☐ Bond Market
- ☐ Money 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:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or customersupport@jse.co.za

Where historical SENS announcement file paths have been stored in your databases or downstream applications, please update those records by removing the "CTS" portion from the path. This issue has also been resolved, and all announcements published post the corrective action contain the correct path structure.

Incorrect format

Plain Text

\Common\DDAP.SPRD.SENS.STORIES CTS\<filename>.pdf

Correct format

Plain Text

\Common\DDAP.SPRD.SENS.STORIES\<filename>.pdf

We apologise for any inconvenience caused and appreciate your cooperation in updating your historical records where necessary.