

SERVICE HOTLINE

Number: 127/2025
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Name and Surname: Martin Koch
Designation: Head - Trading Operations

DISCONNECTS ON STT MARKETS – COMMODITY DERIVATIVES, INTEREST RATE DERIVATIVES AND CASH BOND MARKETS – 21 OCTOBER 2025

The JSE experienced disconnects on the STT markets on Tuesday, 21 October 2025.

Authorized users of the JSE Commodity and Interest Rate Derivative Markets and Cash Bonds Market experienced rapid disconnects on the trading system due to a network issue affecting these markets between 11h16:40 – 11h18:30.

Our investigation reflects a network disruption that occurred during the mentioned period that resulted in clients being disconnected from the impacted markets.

Preventative measures have been put in place, however, the JSE and its service provider will further explore additional methods to prevent a re-occurrence of the issue.

We apologise for the inconvenience caused.

Please refer all queries to 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:

Production Environment

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