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## SERVICE HOTLINE

**REFERENCE NUMBER: 13/2018**

23 January 2018

### UPDATE ON PROBLEMS EXPERIENCED WITH THE END OF DAY INDICES DATA PRODUCTS ON 19 JANUARY 2018

On 19 January 2018 the JSE issued a service hotline under ref no: 12/2018, in relation to a problem with the data preparation routines impacting the production and dissemination of the Core Indices (I.Zip) products.

Further investigations have been conducted and the Index high values for the 19 January 2018 had to be adjusted for the DI data record for the following Indices:

Index Code	Index Name
J303	Capped All Share
J202	Small Cap
J203	All Share
J250	SA Financials and Industrials
J580	Financials
J867	Real Estate Investment Trusts
J263	Rafi All Share
J283	Capped Rafi All Share
J403	Shareholder Weighted All Share
J433	Capped Swix All Share
J803	All Property Index

The recreated DI data records for Friday, 19 January 2018 have been re-processed and the reproduced I.Zip data file has been placed on the IDP FTP server with the appropriate date suffixed to the filename and is available for download.

The JSE apologises for the impact to your operations and to the users of the data.

#### Market / Service:

JSE Core Indices End of Day Data Service

#### Environment(s):

Production

#### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

#### Issued By:

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