



## SERVICE HOTLINE

**REFERENCE NUMBER:** 150/2014

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## ISSUE EXPERIENCED ON THE COMMODITY DERIVATIVES MARKET

The JSE would like to provide feedback on the issue where orders submitted on some spread and spilt instruments were not reflecting in the public order book on the Commodity Derivatives market on 07 August 2014.

The problem was caused by a software change deployed last night. In spite of testing conducted by the JSE and its software provider this issue was not identified. The JSE will be rolling back the change tonight ahead of the trading session on 08 August 2014.

Please accept our sincere apologies for the inconvenience caused.

### Market / Service:

JSE Commodity Derivatives

### Environment(s):

Production

### Additional Information:

If you have any queries about this announcement, please contact  
[Derivative\\_Info@jse.co.za](mailto:Derivative_Info@jse.co.za)

### Issued By:

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