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## SERVICE HOTLINE

**REFERENCE NUMBER:** 155/2017

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### ISSUE EXPERIENCED ON JSE EQUITY DERIVATIVES MARKET ON 21 AUGUST 2017

The JSE would like to provide feedback on the issue experienced on Monday, 21 August 2017, resulting in clients experiencing disconnects on the Equity Derivatives Market.

As part of a routine operational process, a bulk reference data update was performed on the clearing system. This was processed intraday, to update the Initial Margin Requirements across Equity Derivatives instruments.

This caused a message processing overload on the system resulting in disconnects.

The JSE is investigating a solution to implement to mitigate this impact going forward.

We apologise for any inconvenience this may have caused.

#### Market / Service:

JSE Equity Derivatives Market

#### 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:

Trading and Market Services