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## SERVICE HOTLINE

**REFERENCE NUMBER: 162/2020**

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### **DELAY WITH EQUITY DERIVATIVES AND CURRENCY DERIVATIVES MARKET DATA PRODUCTS PROVISION ON 06 JULY 2020**

We wish to inform you that a technical error on Monday, 06 July 2020 unfortunately delayed the provision of the Equity Derivatives (ED19.zip and ED.zip) and Currency Derivatives (CD.zip) data products.

Our Valuations (VIS) system, which provides input data to the Equity Derivatives and Currency Derivatives market data products experienced a technical error, that resulted in a manual process needing to be done in order for the input prices to be made available which took longer than the normal automated process.

We sincerely apologise for the impact to your operations and the inconvenience to your users of the data.

#### **Market / Service:**

- Equity Derivatives Market Data Products
- Currency Derivatives Market Data Products

#### **Environment(s):**

Production

#### **Additional Information:**

If you have any queries about this announcement, please contact the Client Service Centre  
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