



## SERVICE HOTLINE

**REFERENCE NUMBER:** 180/2017

21 September 2017

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Stock Exchange

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### DELAYED START TO THE EQUITY MARKET ON 21 SEPTEMBER 2017

The JSE would like to provide feedback on the cause of the delayed start experienced on the Equity Market on 21 September 2017.

The JSE identified that the Equity Market Trading System was not reflecting the correct trading sessions for the Futures Close Out day of 21 September 2017. The trading sessions are distinctly different on a Futures Close Out day than a normal trading day.

The best course of action was to shut down the trading system, correct the trading sessions and then restart the system and this process resulted in the delayed start to the Equity Market.

After consulting both the Equity Market Trading Advisory and Equity Derivatives Market Advisory Committees it was agreed to change the time of the Futures Close Out Auction to 14h00 instead of 12h00.

The remainder of the trading day was unaffected and Futures Close Out was successfully concluded.

The JSE would like to apologise to all market participants that were affected by this issue and will identify and implement additional measures to avoid a recurrence of the issue.

#### Market / Service:

JSE Equity Market  
JSE Derivative 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:

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