



Johannesburg
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SERVICE HOTLINE

REFERENCE NUMBER: 211/2020

21 September 2020

AI.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM - 19 SEPTEMBER 2020

We wish to inform you that the All Africa Indices (AI.zip) files for Friday, disseminated on Saturday, 19 September 2020 were unfortunately delayed due to a technical issue.

The reason was as a result of our Indices partner FTSE Russell, who calculate and make Indices data available to the JSE, unfortunately experiencing problems with providing the JSE with the input data used to publish the AI.Zip Market Data products.

Our technical team will be engaging with our Indices partner's technical team to investigate the root cause of the problem to assess what measures can be done to try and mitigate this specific problem from re-occurring.

We sincerely apologise for the impact to your operations and resultant inconvenience to your data clients.

Market / Service:

- All Africa Indices Market Data Products

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or CustomerSupport@jse.co.za

Issued By:

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