



SERVICE HOTLINE

REFERENCE NUMBER: 224/2014

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INCIDENTS IMPACTING THE BDA SERVICE

The JSE is aware that over the past couple of weeks there have been a number of issues experienced impacting BDA services and/or resulting in delays which negatively impacted Equity members operations.

Although BDA services were impacted, these were by different and isolated incidents.

The JSE has established a task team to specifically investigate and deal with all these isolated incidents and ensure corrective action is taken where relevant to prevent a re-occurrence where possible.

Below is a summary of the incidents that have occurred:

- 26/11/2014 – Issue with the processing of electronic payments and uploads to BDA. This was due to an issue with the FTP functionality on the mainframe which prevented the electronic payments being sent to the respective banks and files being uploaded into BDA.
- 27/11/2014 – Significant delays to BDA Online, BDA Member, Institutional and Capad dissemination files, BDA and Capad reports. As a result of BDA on-line being delayed, there were delays in settlements updating into BDA during the day. This was as a result of a technical issue experienced on the night of 26 November 2014 which impacted the start of the BDA overnight batch run.
- 02/12/2014 – BDA Member, Institutional and Capad dissemination files as well as Capad reports were delayed.
- 03/12/2014 – BDA Member, Institutional and Capad dissemination files as well as Capad reports were delayed. This was caused due to a delay experienced with one of the downstream batches, thus resulting in delays of batch processing by dependent systems of which BDA is one such application.

We sincerely apologise for any inconvenience caused and would like to thank you for your patience and co-operation and assure you that this is being dealt with the highest priority.

Markets/ Service (s):

BDA

Environment(s):

Production

Additional Information:

For further information please contact the Client Services Centre: +27 11 520 7777 or e-mail customersupport@jse.co.za

Issued By:

JSE Client Services Centre