



Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 226/2020

13 October 2020

FEEDBACK - JSE MARKET FACING DISASTER RECOVERY AND BUSINESS CONTINUITY TEST – 10 AND 11 OCTOBER 2020

Thank you for participating during the disaster recovery and business continuity test over this past weekend.

There were various tests that were successful; however, there were issues experienced on the day related to the JSE Trading and information system affecting the Equity, Equity Derivatives and Currency Derivatives Markets.

The issues that were experienced are as follows:

- Issue 1 – Equity Derivatives and Currency Derivatives markets were not able to connect to all the trading related gateways. Some clients did manage to connect on the day;
- Issue 2 – Market Data was not published for the Equity, Equity Derivatives & Currency Derivatives markets on the day of the test.

We are continuing with our investigations from Saturday looking into the root cause of the issue and will keep clients posted on the progress.

Next steps

There will be another market facing disaster recovery & business continuity test planned for this year to enable clients to test their systems/applications again. The date will be communicated in due course.

PLEASE NOTE

This will not be a mandatory test.

If you would like to participate in this upcoming market facing test or have any other queries, please contact our Client Service Centre on +27 11 520 7777 or via email on customersupport@jse.co.za

We apologise for the inconvenience caused by the above mentioned issues.

Market / Service:

JSE Equity Market
JSE Derivative Market

- Bond Derivatives
- Equity Derivatives
- Interest Rate Derivatives
- Currency Derivatives
- Commodity Derivatives

Information Subscribers (End Of Day and Live)

Environment(s):

Production

Additional Information:

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

Issued By:

Nicola Comninos
Chief Risk Officer
Enterprise Risk Management