



SERVICE HOTLINE

REFERENCE NUMBER: 227/2020

14 October 2020

Johannesburg
Stock Exchange

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EDM AND FXM DELAY WITH TRADES FEEDING TO RTC – 8 OCTOBER 2020

On Thursday 8 October 2020, we experienced an issue with trades not feeding from the trading engine (MIT) to the clearing system (RTC). This occurred between 13h20 and 13h35 affecting the EDM and FXM Derivatives Markets.

The root cause was a network level disconnect between the adapter providing this service and the trading engine. We restarted the adapter and the trade backlog cleared within a few seconds at approximately 13h35.

In order to reduce the impact of similar disconnects in future we are implementing monitoring and alerts to all relevant teams for immediate attention and resolution.

Market / Service:

JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives

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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