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## SERVICE HOTLINE

**REFERENCE NUMBER:** 25/2017

14 February 2017

## INTEREST RATE AND CURRENCY DERIVATIVES MARKET OUTAGES

The Interest Rate and Currency Derivatives (IRC) market has unfortunately experienced increased levels of instability over the last couple of months, with a number of outages impacting the market for short periods of time.

As part of ongoing mitigating actions to manage the persistence of the outages, new infrastructure was implemented on the IRC market on 4 February 2017. Early monitoring statistics of this implementation have shown increased performance to the IRC system.

The JSE can confirm that the IRC market outage experienced between 15h56 and 16h15 on 9 February 2017 was due to an operational process error which has subsequently been corrected.

The JSE regrets the recurrence of the issue and apologises to clients for any inconvenience caused. Corrective measures have been put in place to ensure that this does not occur in the future. The JSE continues to monitor the market and is focused on ensuring a world class, robust market for all our clients.

### **Market / Service:**

JSE Interest Rates and  
Currency Derivatives 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:**

Trading and Market Services