



SERVICE HOTLINE

REFERENCE NUMBER: 257/2020

17 November 2020

Johannesburg
Stock Exchange

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DELAY WITH DISSEMINATION OF TRADES TO RTC – 13 NOVEMBER 2020

We experienced an issue with trades not feeding from the trading engine (MIT) to the clearing system (RTC) between 10h03 and 10h11 on 13 November 2020 affecting the Equity and Currency Derivatives Markets.

The delay was due to an internal service disconnect which disseminates trades from the trading engine to the clearing system. The root cause is still under investigation, which we will continue to track and feedback to the market.

We previously indicated that the necessary monitoring tools are in place to report issues of a similar nature however, the associated alert failed to trigger in this instance. We have since identified, rectified and enabled the trigger to ensure proactive monitoring in future.

Markets / Services:

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 e-mail Customersupport@jse.co.za

Issued By:

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