SERVICE HOTLINE

REFERENCE NUMBER: 34/2016 10 March 2016

TECHNICAL ISSUE EXPERIENCED ON BDA ONLINE AND DISSEMINATION FILES

The JSE would like to provide feedback concerning the issue experienced with BDA closing prices on 8 March 2016.

Clients reported incorrect closing prices in Card code BD92 of the BDA dissemination files. Investigations revealed that the closing prices from Friday 4 March 2016 were erroneously updated as the closing prices for the 7th March 2016.

The root cause was determined to be a technical issue experienced during the batch process which has now been resolved to prevent a re-occurrence of this incident.

The JSE recreated the BD92 records with the correct closing prices and made these files available to clients on the following link:

https://www.jse.co.za/downloadablefiles?RequestNode=/ISIN/BDA%20Dissem

The JSE would like to apologise to all market participants that were affected by this technical issue.

Please contact <u>customersupport@jse.co.za</u> should you have any further concerns or questions around this outage.

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Johannesburg Stock Exchange

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

www.jse.co.za

Service: BDA

Environment(s): Production

Additional Information:

If you have any queries about this announcement, please contact the Client Services Center +27 11 520 7777 CustomerSupport@jse.co.za

Issued By: Chris Grove Trading and Market Services