



Date: 25 March 2014

Ref No: 53/2014

## Service Hotline

### Stale Index values in TRI 3pm product for 24<sup>th</sup> March 2014

The purpose of this notification is to advise you of a technical issue experienced yesterday regarding the Total Return Index (TRI) 3pm index. There was a delay in the publication of real-time index pricing yesterday from the trading system into the JSE database. Thus, when the program ran yesterday at 15:00 it picked up "stale" index values.

Our IT team managed to resolve the issue just before 19:00 last night hence you would have received the file this morning as it was subsequently rerun.

Please refer queries to [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

#### Markets / Service (s):

- Market Data- Indices

#### Environment(s):

- Production

#### Contact:

For further information please contact Customer Support:

011 520 7777 or email  
[Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)