



SERVICE HOTLINE

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MARCH MONTH-END INTEREST PROCESSING

The JSE apologises to all members and their clients that were impacted by the Interests processing change that activated the CLMNT PROCESS INTEREST field that was implemented over the month-end weekend without notification resulting in member's clients not being credited or debited with their monthly interest.

The change relates to the CLMNT second panel field PROCESS INTEREST with the values of:

- C - Credit Interest
- D - Debit Interest
- N - Neither
- B - Both

The CLMNT field was introduced in 2015 but it was not linked to the Interest program. The linking to the Interest program went live over the week-end but without notification. Some brokers had many of their clients set as 'N' and hence no interest transactions were processed.

Members may well have set their clients to N as they do not want interest to be processed for those clients and therefore their clients are correct.

We will be contacting members during the day with a list of accounts set to 'N' and we would ask that brokers advise us of which accounts are incorrect so we can look at ways to rectify the problem.

Market / Service:

BDA

Environment(s):

BDA 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