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## SERVICE HOTLINE

**REFERENCE NUMBER: 77/2017**

10 April 2017

### INTEREST RATE AND CURRENCY DERIVATIVES MARKET HALT – 10 APRIL 2017

On Monday 10 April 2017, between 09:53 and 10:23, the JSE experienced technical issues in the Interest rate and Currency Derivatives Market. The nature and extent of the technical issues resulted in the JSE's decision to halt the market at 11:05.

The JSE investigated the cause of these technical issues and took the necessary and appropriate corrective steps to resolve the matter. Pursuant hereto, the market was restarted at 15:00 and went into continuous trading until 17:00 for the Currency Derivatives Market and 18:00 for the Spot Bond Market.

It had come to the attention of the JSE that as a result of these technical issues, certain members' trades and positions were not correctly reflected on the JSE's trading system. The issue was investigated from 10:05 and the required steps were taken to ensure that records correctly reflect the transactions concluded.

Members are requested to advise the JSE if there are any discrepancies with trades and positions processed on 10 April 2017. Please contact the JSE by emailing [customersupport@jse.co.za](mailto:customersupport@jse.co.za) by **08:30 on Tuesday, 11 April 2017** and include relevant supporting details.

The JSE is investigating additional corrective measures to prevent a re-occurrence of this and would like to apologise to all participants affected by the problems experienced.

#### Market/s:

JSE Derivative Markets

- Currency Derivatives
- Interest Rate Derivatives
- Bond Market

#### Environment(s):

Production

#### Additional Information:

If you have any queries about this announcement, please contact:  
+27 11 520 7777 or e-mail  
[CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

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