

## SERVICE HOTLINE

**Number:** 031/2025  
**Date:** 26 March 2025

**Name and Surname:** Neil Vendeiro  
**Designation:** Market Data Product Owner

### DELAY IN PROVISION OF END OF DAY INDICES DATA PRODUCTS – 14 MARCH 2025

The JSE experienced a problem in providing the end of Day Indices data products, both Fixed width and CSV formats, to the standard delivery times on the evening of 14 March 2025. Affected clients were notified via SMS and SMS updates were provided until the product files became available on Saturday morning.

This general delivery issue was due to all the input files not being made available by our index partner FTSE Russell to the JSE by the set times which unfortunately impacted our ability to produce and provide our data product files on time.

FTSE Russell advised that a historical recalculation was undertaken on their platform which resulted in an additional and unexpected load on their database replication services. It was necessary for them to hold back the end of day production for their partner data files until the database replication service was fully restored and data integrity validated.

FTSE Russell extends an apology to the affected clients of the JSE and to prevent this from re-occurring, they have put a hold on all historic backend recalculations during market hours. Additionally, a new formal process is being developed to manage future historic recalculation requirements.

We apologise for the inconvenience and the disruption to your processes and to the users of the data.

### MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

### ENVIRONMENT:

Production

### ADDITIONAL INFORMATION:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)