

## SERVICE HOTLINE

**Number:** 005/2024  
**Date:** 09 January 2024

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**Designation:** Head - Commodities

### SILO UNAVAILABILITY PLATFORM IS NOW LIVE

The JSE is pleased to announce an improved Silo Unavailability platform, which allows members to see which silos are unable to outload JSE stock for the reasons specified. This means that the JSE will no longer be responsible for updating the JSE website, but storage operators would. Mechanisms have been put in place to ensure that the JSE monitors the updates in real time. The current spreadsheet uploads will be decommissioned from Friday, 12 January 2024.

The platform can be accessed on our website via our Client Portal webpage, under the Reports section or on the link below:

<https://clientportal.jse.co.za/reports/silo-unavailability-report>

Should you have any queries regarding this JSE Service Hotline, please e-mail:

[customersupport@jse.co.za](mailto:customersupport@jse.co.za)

### 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)