

SERVICE HOTLINE

Number: 011/2024
Date: 19 January 2024

Name and Surname: Itumeleng Monale
Designation: Chief Operating Officer - GOSF

CDM | DELAYED MARKET OPEN - 19 JANUARY 2024

On Friday, 19 January 2024, the JSE Commodities Derivatives Market did not open at 09h00, as expected. Authorized users of the Commodities Derivatives Market reported that they could not log into the trading system before the open order auction period. As an interim solution, the Commodities Derivatives Market start of day processes were restarted at 08h40 and all users were disconnected from the trading engine.

The issue was resolved at 08h49 and users were able re-establish their connection and download data thereafter. The open order auction period was extended to 09h09 and continuous trading commenced at 09h10. No trading session extension was implemented.

The JSE, together with our service provider, are still investigating the root cause and will provide the details to the market and mitigative measures taken as soon as the investigation is completed.

The JSE commits to ensure all efforts are in place for a stable and operational market.

We apologise for the inconvenience caused to trading activities.

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(S):

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