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## SERVICE HOTLINE

**REFERENCE NUMBER: 025/2022**

28 February 2022

### MARKET DATA DELIVERY PROBLEM - 25 FEBRUARY 2022

The JSE issued [Service Hotline 024/2022](#) on Friday, 25 February 2022 regarding the reissue of select FTSE/JSE Index data products for Thursday, 24 February 2022 to reflect the correct price for B1FFT76 - Impala Platinum Holdings Ltd.

This Service Hotline serves to inform you that the JSE encountered technical errors processing the same products on the Friday evening and which impacted the Friday, 25 February 2022 data products provided on the Friday evening.

For subscribers to the CSV format files, the same files that were impacted by the reissue, were unavailable on the evening of Friday, 25 February 2022 and have now been produced and placed on the JSE IDP FTP server. For a list of Constituent and Valuation files impacted, please refer to the attachment provided in [Service Hotline 024/2022](#).

For subscribers to the fixed width format data products, as a precautionary measure, the following data files for 25 February 2022 have been reproduced and placed on the JSE IDP FTP server:

- I.zip.D220225
- SI.zip.D220225

We apologise for the impact to your operations and resultant inconvenience to your data clients.

#### Market / Service

FTSE/JSE Core Indices

#### Environment:

Production

#### Additional Information:

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

#### Issued By:

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