

## SERVICE HOTLINE

**Number:** 039/2024  
**Date:** 06 March 2024

**Name and Surname:** Itumeleng Monale  
**Designation:** Chief Operating Officer

### CDM | INABILITY TO DELETE ACTIVE ORDERS - 5 MARCH 2024

On Tuesday, 5 March 2024, authorized users of the Commodities Derivatives Market reported that they could not delete active orders on their respective trading systems during the open order auction period and the continuous trading session. The issue was isolated to the WMAZ and YMAZ instruments.

Upon investigation, it was established that the issue was associated with the loading of reference data on the WMAZ and YMAZ instruments.

The JSE, together with our service provider, have worked on the necessary system updates to avoid recurrence of the issue experienced.

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