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## SERVICE HOTLINE

**REFERENCE NUMBER: 043/2022**

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### CORE AND SPECIALIST INDICES MARKET DATA PRODUCTS DELIVERY PROBLEM - 1 APRIL 2022

The JSE unfortunately experienced a technical problem on Friday, 1 April 2022 that delayed the publishing of the Core Indices and Specialist Indices Market Data Products (Fixed Width and CSV format files).

The technical problem was due to our Indices partner FTSE Russell, who calculate and make Indices data available to the JSE, experiencing problems with providing the JSE with some of the input data used to publish the Market Data products.

Our technical team together with our Indices partner's technical team are further analysing the root cause of the problem to assess what measures can be put in place to try and mitigate this specific problem from re-occurring.

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

#### Markets / Services:

- Core Indices Market Data Products
- Specialist Indices Market Data Products

#### 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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