

## SERVICE HOTLINE

**Number:** 064/2025

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**Issued By:** Market Data  
Information Services

### MARKET DATA PRODUCTS DELIVERY PROBLEM - 30 MAY 2025

The JSE unfortunately experienced a technical problem on the evening of Friday, 30 May 2025. This problem resulted in the Equity Derivatives (ED.zip) and Currency Derivatives (CD.zip) data products being delayed.

The disruption was caused by an unexpected error in a critical dependent production processing routine, specifically during the End of Day and Month End Balancing process. This error necessitated the initiation of a manual intervention process, which unfortunately led to significant delays in both the production and dissemination of our products.

Further investigation into the root cause of this specific technical problem is currently being assessed, and corrective measures will be put in place to try and prevent recurrence of this problem.

We apologise for the impact to your operations and the inconvenience to your users of the data.

#### MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- FTSE/JSE Indices Data Products
- 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

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