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SERVICE HOTLINE

REFERENCE NUMBER: 070/2021

23 March 2021

BDA CONNECTIVITY ISSUES

The Equity Market experienced BDA connectivity issues from 08h30 this morning, 23 March 2021.

Over the past weekend the JSE embarked on a scheduled ICB deployment during which our service provider inadvertently deployed changes that were not related to the ICB deployment.

These specific changes are intended to improve Real Time Trade processing as well as reduce the overall BDA batch processing time when updating deals and was planned to be deployed at a later stage.

The JSE initiated a remedial action to revert these program changes and this resolved the issue

We have engaged with our service provider to improve the controls and to ensure that this does not occur again.

We apologise for the inconvenience caused

Markets / Services:

BDA - Equity Market

Environment(s):

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

Issued By:

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