

## SERVICE HOTLINE

**Number:** 087/2023  
**Date:** 27 June 2023

**Name and Surname:** Valdene Reddy  
**Designation:** Director – Capital Markets

### CDM | DEAL MANAGEMENT ERRORS - 26 JUNE 2023

On Monday, 26 June 2023, clients were not able to perform deal management activities due to a technical malfunction of the trading system.

A decision was made to halt the market at 10h00 to conduct a thorough investigation. The issue was resolved at 10h30 and the market was reopened for trading at 10h45. The Grains Market trading session was extended by one hour because of this delay.

The root cause was related to a software defect in a code release that went live on 26 June 2023. The defect applied an incorrect algorithm when incrementing the code suffix for JSE exchange reference numbers resulting in matched trades having dissimilar trade reference numbers which caused deal management to fail.

The issue was resolved by reverting to the previous code version.

We apologise for the inconvenience caused to post trade activities.

#### MARKET / SERVICE:

- 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

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