

## SERVICE HOTLINE

**Number:** 092/2023  
**Date:** 06 July 2023

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

## TRADING DELAYS - 5 JULY 2023

On Wednesday, 5 July 2023, authorised users of the JSE Commodities market, were unable to place orders during the open order auction period and continuous trading did not commence at the scheduled time, 09h00 due to a technical malfunction of the trading system.

The issue was resolved at 10h00 and the market was reopened for trading at 10h15. The Grains Market trading session was extended by one hour to compensate for lost trading time.

The JSE, together with our service provider, have managed to identify the root cause and mitigating actions have been introduced to ensure that there is no reoccurrence of this issue. The JSE noted timeouts occurred that resulted in the trading system to not transition into the relevant trading sessions between 08h50 and 09h00. 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.

Should you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or e-mail [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

### 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:

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