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## SERVICE HOTLINE

**REFERENCE NUMBER: 103/2021**

10 May 2021

### DELAY IN PROVISION OF THE SENS MARKET DATA PRODUCTS – 10 MAY 2021

We wish to inform you that the JSE experienced a technical problem on the morning Monday, 10 May 2021. The problem unfortunately delayed the dissemination of the SENS Market Data products from 7:00 until 9:45.

The technical problem was as a result of errors in our file delivery system used to publish data products in IDP, our technical team resolved the errors and SENS data products resumed to be published from 9:45.

As is customary practice, our technical team will be investigating the root cause of the problem and will be putting measures in place to try and prevent the problem from reoccurring.

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

#### Service:

SENS Market Data Products

#### Environment:

Production

#### Additional Information:

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

#### Issued By:

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