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SERVICE HOTLINE

REFERENCE NUMBER: 106/2021

12 May 2021

EDM AND FXM MARKET DATA PRODUCTS DELIVERY PROBLEM – 10 AND 11 MAY 2021

We wish to inform you that the JSE experienced a technical problem on the Monday, 10 May 2021 and same problem re-occurred on 11 May 2021. The problem unfortunately resulted in the re-issue and subsequent dissemination delay of the Equity Derivatives (ED10.Zip and ED11.Zip) and Currency Derivatives (CD10.Zip and CD11.Zip) data products.

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 data products were re-published.

Our technical team have put measures in place to try and prevent the problem from reoccurring and will be monitoring these measures with high focus.

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

Markets / Services:

- Equity Derivatives Market Data Products
- Currency Derivatives 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

Issued By:

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