



Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 109/2021

14 May 2021

UPDATE ON PROXY DISCONNECT

Following the [Service Hotline 089/2021](#) issued on 14 April 2021 regarding the Proxy Disconnect on 13 April 2021, the JSE team would like to provide clients an update on the solution.

The tolerance has been updated to 30 seconds as a preventative measure and will eliminate a reoccurrence of this scenario. The long-term solution is to implement a timekeeper in the production environment, which is currently still in the testing phase.

We apologise for the inconvenience caused by the disconnect on 13 April 2021.

Market / Services:

JSE Commodity Derivatives 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:

Kumashree Moodley
JSE Capital Markets