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SERVICE HOTLINE

REFERENCE NUMBER: 120/2021

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CORE, SPECIALIST AND ALL AFRICA INDICES MARKET DATA PRODUCTS DELIVERY PROBLEM - 2 JUNE 2021

The JSE unfortunately experienced a technical error on Wednesday, 2 June 2021 that delayed the publishing of the Core Indices, Specialist Indices and All Africa Indices Market Data Products (Fixed Width and CSV format files).

Our Indices partner FTSE Russell, who calculates and make Indices data available, unfortunately experienced issues providing the JSE with the input data used to publish the Market Data products.

Our technical team will be engaging with our Indices partner's technical team to investigate the root cause of the problem in order to assess what measures can be put in place to try and mitigate this specific problem from re-occurring.

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

Markets / Services:

- Core Indices Market Data Products
- Specialist Indices Market Data Products
- All Africa Indices Market Data Products

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:

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