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## SERVICE HOTLINE

**REFERENCE NUMBER:** 122/2021

7 June 2021

### AI.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM - 5 JUNE 2021

We wish to inform you that the All Africa Indices (AI.zip) files for Friday, disseminated on Saturday, 5 June 2021 were unfortunately delayed due to a technical issue.

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 AI.Zip Market Data products.

Our technical team will be engaging with our Indices partner's technical team to investigate the root cause of the problem to assess what measures can be done 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.

#### Market / Service:

- 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](mailto:CustomerSupport@jse.co.za)

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