

SERVICE HOTLINE

Number: 123/2023
Date: 23 August 2023

Name and Surname: Valdene Reddy
Designation: Director of Capital Markets

GLOBAL MARKET HALT - 21 AUGUST 2023

On Monday, 21 August 2023, authorised users of the Global Commodities market experienced issues confirming trade visibility on the trading system. This was due to a trading engine configuration change from the technical upgrade which went live on 19 August 2023. The CDM market was therefore halted at 13h50.

The issue was resolved at 15h15 and the global market was reopened for continuous trading at 15h30. No trading session extension for the market was implemented.

The JSE, together with our service provider, have managed to identify the root cause and mitigating actions were introduced to ensure that there is no reoccurrence of this issue.

The JSE commits to ensure all efforts are in place for a stable and operational market.

We apologise for the inconvenience caused to trading activities.

Should you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or e-mail CustomerSupport@jse.co.za

MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

ENVIRONMENT(S):

Production

ADDITIONAL INFORMATION:

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