

SERVICE HOTLINE

Number: 125/2023
Date: 28 August 2023

Name and Surname: Itumeleng Monale
Designation: Chief Operating Officer

CDM | MARKET HALT - 25 AUGUST 2023

On Friday, 25 August 2023, authorised users of the Commodities Derivatives market experienced latency and intermittent connectivity. This was due to delays in order message processing resulting in the market being temporarily halted at 10h45.

The issue was resolved at 11h30 and the grains market reopened for continuous trading at 12h10 with an extension to the trading session. The Global market remained open for trading, with a system restart halt from 11h45 – 12h10.

The JSE, together with its service provider, have managed to identify the root cause and mitigating actions were applied to ensure no reoccurrence of the 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.

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:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or customersupport@jse.co.za