

SERVICE HOTLINE

Number: 130/2023
Date: 05 September 2023

Name and Surname: Thembi Mda-Maluleka
Designation: Head - Bonds, Currencies, and Interest Rate Derivatives

STT TECHNICAL UPGRADE | ISSUE WITH BOND INSTRUMENT I2033

The JSE would like to inform market participants of the Interest Rate Derivatives and Cash Bonds Markets of the issue being experienced when booking reported trades on the Bond Instrument I2033, since the go-live of the STT Technical upgrade on Monday, 21 August 2023.

The error occurs when booking the instrument via the API functionality. The trade remains in a “failed status” and does not feed through as a matched trade.

The JSE, together with its service provider, are in the process of investigating the issue and looking at the best solution to correct this problem.

In the meantime, we would like to ask market participants to please book their reported trades manually, using the Nutron Front-end.

We apologise for the inconvenience caused.

Should you have any queries about this Service Hotline, 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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