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SERVICE HOTLINE

REFERENCE NUMBER: 136/2021

23 June 2021

EDM AND FXM - REAL TIME CLEARING ISSUE 21 JUNE 2021

We have identified the cause of the issue that resulted in the JSE's Equity and Currency derivatives markets having to be closed for an extended period on 21 June 2021.

A failure in internal routing configurations resulted in the JSE's Real Time Clearing System not disseminating deal and position updates as expected.

We have resolved the routing configuration issues with normal market operations resuming on Tuesday, 22 June 2021. The environments have since been operating according to expectation. In addition, we are conducting further diagnostics of the environments, introducing additional controls, and have increased monitoring activity to prevent reoccurrence.

We apologise for the inconvenience caused to you and your clients due to this outage.

Markets / Services:

JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives

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 e-mail CustomerSupport@jse.co.za

Issued By:

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