



Johannesburg  
Stock Exchange

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[www.jse.co.za](http://www.jse.co.za)

## SERVICE HOTLINE

**REFERENCE NUMBER:** 156/2022

9 November 2022

### CDM | DEAL MANAGEMENT DELAYS - 7 NOVEMBER 2022

On 7 November 2022 clients experienced delays in performing deal management and silo certificate related activities after market close.

Investigations were conducted, and the issue was resolved at 14h45. Both Spot Basis Trading and deal management sessions for the Grains Market were extended because of this delay.

The root cause was related to the trading engine experiencing connection timeouts to our Electronic Silo Certificate vendor. The issue was resolved by amending network configurations.

We apologise for the inconvenience and delays caused by this.

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

#### Market/Service:

JSE Derivatives Market

- Commodities Derivatives

#### Environment:

Production

#### Additional Information:

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#### Issued By:

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