



Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 175/2021

23 August 2021

EQM | UPDATE ON DELAY IN START OF TRADING - 18 AUGUST 2021

Following a record-breaking trading day on Tuesday, 17 August 2021, the JSE trading system reported no disruption or latency on trading. However, we experienced two core processing issues post trade, resulting in a delay in the opening of the Equity Market on Wednesday, 18 August 2021.

While we anticipated and planned for higher trading volumes on the back of the corporate action, we experienced unforeseen post trade systems issues that caused a significant backlog in the settlement processing of the additional volumes. Under normal trading conditions, similar systems glitches would ordinarily have been resolved and settlement processing completed before market open. Material value traded (approximately seven times an average normal trading day) caused substantial delays in the settlement processing backlog. The extended run-time required by the clearing system completed at approximately 12h00 SAST with market operations resuming at 13h30 SAST.

System stability and resilience remain a top priority for the JSE. We have since implemented corrective actions on systems to mitigate a future reoccurrence. Through our fixes we will have greater visibility of root causes to identify the issue faster and expedite resolution. In addition, we continue to optimize infrastructure to provide the required processing throughput to support market volumes.

We apologise for the delay in the market open and the resultant impact to our market participants on Wednesday, 18 August 2021. We will continue to invest to improve our market capability and thank you for your support in resuming normal operations.

Markets / Services:

JSE Equity Market
Colocation Services
International Access Point Services

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:

Alicia Greenwood:
Director - Post Trade Services

Hendrik Kotze
Chief Information Officer

Valdene Reddy
Director - Capital Markets