



## SERVICE HOTLINE

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### UPDATE ON THE END OF DAY DATA SERVICE FOR THE BONDS AND DERIVATIVES MARKETS

Incidents have occurred which have unfortunately impacted the provision of the Bond and/or Derivatives End of Day data products by their SLA times on the JSE Information Delivery Portal FTP server.

The JSE, as a standard practice, treats every incident seriously by assessing the root cause and trying to identify and implement improvements.

The JSE would like to highlight that the production of the End of Day data products is very dependent on all the Clearing Members reconciling their post trade values with the JSE values. To ensure the integrity of the data, the data product production runs can only begin once all the balancing has been successfully completed.

Thank you for your patience and cooperation.

#### Market / Service:

JSE Fixed Income End of Day Data Service

JSE Equity Derivatives End of Day Data service

JSE Commodity Derivatives End of Day Data Service

JSE Currency Derivatives End of Day Service

#### Environment(s):

Production

#### Additional Information:

If you have any queries about this announcement, please contact +27 11 520 7777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### Issued By:

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