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## SERVICE HOTLINE

**REFERENCE NUMBER:** 011/2020

28 January 2020

### **DELAY OF THE EQUITY DERIVATIVES AND CURRENCY DERIVATIVES NLMD PRODUCTS DISSEMINATED 27 JANUARY 2020**

The JSE experience a technical problem with the production routines on the evening of Monday, 27 January 2020. This problem resulted in the production and dissemination of the Equity Derivatives (ED.Zip) and Currency Derivatives (CD.Zip) data files being delayed.

The problem was due to a production dependent process running longer than anticipated which unfortunately delayed the production of the data files.

Further root cause of this specific problem is currently being assessed and measures will be put in place to try and prevent recurrence of this problem.

We apologise for the impact to your operations and resultant inconvenience to your data clients.

#### **Market / Service:**

Equity Derivatives Markers Data Products  
Currency Derivatives Market Data Products

#### **Environment(s):**

Production

#### **Additional Information:**

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 777 or e-mail [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

#### **Issued By:**

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