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SERVICE HOTLINE

REFERENCE NUMBER: 055/2020

17 March 2020

ON-LINE AND BATCH DELAYS

Certain BDA online users experienced slow responses when processing allocations on Monday afternoon during the period 17h00 to 19h00. The BDA batch process on Monday, 9 March 2020 also took longer than expected and subsequently delayed the availability of BDA online, BDA dissemination and CAPAD dissemination the following morning, 10 March 2020.

Post the on-line and batch delays on Monday 9 March 2020, the JSE took measures to increase the capacity of the mainframe as a result of the increased trading volumes with a view that the high trading activity will continue. These measures did not completely resolve the problem as some members still experienced delays when doing allocations on Tuesday afternoon.

Further investigations were conducted into the root cause and highlighted that specific broker behaviour in combination with the high market volumes contributed to the on-line system response delays. The necessary steps were taken to address the behaviour from the brokers in addition to increasing the mainframe capacity.

We apologise for the inconvenience caused and can assure the market that with the added capacity and the remedial actions taken that the BDA system is set to manage the higher than usual market volumes. The teams continue to be on high alert and monitoring during this high volume period in order to pro-actively identify and manage any out of the ordinary situations that may arise.

We thank you for your co-operation.

Markets/ Service (s):

BDA

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 CustomerSupport@jse.co.za