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## SERVICE HOTLINE

**REFERENCE NUMBER: 093/2020**

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### **UPDATE ON MISSED SLA OF THE CORE AND SPECIALIST INDICES NLMD PRODUCTS DISSEMINATED ON 14 APRIL 2020**

The JSE experienced processing issues with the production routines on the evening of Tuesday, 14 April 2020. As a result of these issues the production and dissemination of the Core (I.Zip) and Specialist (SI.Zip) Indices files were unfortunately delayed.

The cause of the delay was due some invalid data within the XD Adjustment (YTD) fields being identified in the input files received from our Index partner.

The invalid data was corrected on the same evening and correct input files were provided for JSE to complete the End of Day processes and publish the impacted files.

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

#### **Market(s) / Service(s):**

Indices 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 7777 or e-mail

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#### **Issued By:**

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