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SERVICE HOTLINE

REFERENCE NUMBER: 096/2020

16 April 2020

DELAY IN PROVISION OF CORE AND SPECIALIST INDICES DATA PRODUCTS ON 15 APRIL 2020

The JSE experienced processing issues on the evening of Wednesday, 15 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 to invalid data in the XD Adjustment (YTD) fields being identified in the input files received from FTSE. The correct data was provided and the corrections were manually done after which the data products were produced and made available.

FTSE is working to resolve the invalid data issue which also caused the delay of the data products on 14 April 2020. Until the issue is resolved, the JSE will see what additional checks and steps can be put in place to identify and resolve the issue to have a minimal impact on the delivery time.

The JSE apologises for the impact to your operations and the inconvenience to your users of the data.

Market / Service:

- 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 customersupport@jse.co.za

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