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## SERVICE HOTLINE

**REFERENCE NUMBER:** 109/2018

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## EQUITY MARKET TRADING SYSTEM ISSUE

Further to our communication of earlier today, the cause of the incident that delayed the opening of the Equity Market has been determined. The issue was as a result of an incorrect fail back process following an internal JSE disaster recovery test executed on Saturday, 16 June 2018.

The JSE will be reviewing its processes and implementing additional preventative measures.

We apologise to clients for the inconvenience caused.

### **Market / Service:**

JSE Equity Market

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

Production

### **Additional Information:**

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or

[CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)