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## SERVICE HOTLINE

**REFERENCE NUMBER:** 12/2019

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### **DELAY OF THE COMMODITY DERIVATIVES END OF DAY DATA PRODUCTS DISSEMINATION 15 JANUARY 2019**

The JSE picked up a technical problem with the production routines on the evening of Tuesday, 15 January 2019, this resulted in the dissemination of the Commodity Derivatives (AD.Zip) file being delayed.

The problem was due to an error with the valuations system, leading the team to perform valuations processes manually.

As is our customary practice, the JSE will conduct further investigations of the root cause of the problem and assessing what measures to take to try and mitigate this specific type of problem from happening again.

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

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

JSE Commodity Derivatives End of Day Data Service

#### **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)

#### **Issued By:**

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