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SERVICE HOTLINE

REFERENCE NUMBER: 157/2019

Date: 25 July 2019

ELECTRONIC SILO CERTIFICATES APPLICATION (ESC) OUTAGE

The Electronic Silo Certificates Application (ESC) was not accessible on Monday, 22 July 2019. This resulted in members not being able to process physical deliveries and the JSE was not able to release silo certificates to members for settlement.

Route cause, ESC Telecom service provider network connectivity was down due to line outage.

Connectivity was established at 16h45 after ESC cut over to the redundant line, members were able to process physical deliveries till 17h30 and the JSE released silo certificates for settlement.

We apologise for the inconvenience caused.

Market / Services:

Commodity Derivatives Market

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre (CSC) on +27 11 520 7777 or e-mail Customersupport@jse.co.za