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## SERVICE HOTLINE

**REFERENCE NUMBER:** 174/2018

29 August 2018

### DELAY IN NORMAL STARTUP OF TRADING SYSTEM

On Wednesday, 29 August 2018, the JSE Derivatives Trading System for the Equity Derivatives and Commodity Derivatives markets - experienced delays in the usual start of day process. No trading delays were experienced as the issue was resolved timeously before market open events.

The root cause was an incorrect mark to market price format on an instrument that needed to be corrected.

The JSE sincerely apologises for any inconvenience caused and would like to assure clients that we remain committed to providing a stable and robust production environment.

#### Market/s:

JSE Derivative Markets

- Equity Derivatives
- Commodity Derivatives

#### 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](mailto:Customersupport@jse.co.za)

#### Issued By:

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