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## SERVICE HOTLINE

**REFERENCE NUMBER: 240/2018**

30 October 2018

### **DELAY OF THE CORE AND SPECIALIST INDICES NON-LIVE MARKET DATA PRODUCTS ON 29 OCTOBER 2018**

The JSE experienced processing errors on the evening of Monday, 29 October 2018. The processing errors were attributed to the handling of the Liberty Two Degrees (L2D) Corporate Action.

As a result of these errors, the production and dissemination of the Core Indices (I.Zip) and Specialist Indices (SI.Zip) files were delayed by 3 hours.

Our technical and operational teams were able to resolve the errors on the same day as follows:

- Update and correction of the ISIN of all Indices which L2D is a constituent of.
- Re-run of the failed processing routines to create Non-Live Market Data Products.
- Late publication of Non-Live Market Data Products Core Indices (I.Zip) and Specialist Indices (SI.Zip).

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

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

JSE Core Indices End of Day Data Service

JSE Specialist Indices 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 e-mail [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

#### **Issued By:**

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