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## SERVICE HOTLINE

**REFERENCE NUMBER: 251/2018**

8 November 2018

### **DELAY OF THE IRC DERIVATIVES NON-LIVE MARKET DATA PRODUCTS DISSEMINATED 7 NOVEMBER 2018**

The JSE experienced a technical problem in executing the IRC End of Day processes on the evening of Wednesday, 7 November 2018. This resulted in the production and dissemination of the IRC (IR.Zip) files being delayed.

The technical problem was due to a source feed malfunctioning whilst performing valuations processes, this led to a manual process being invoked to ensure accuracy of the prices and that files were disseminated.

As advised in notice ref no: 246/2018 issued on Tuesday, 6 November 2018 that the JSE is investigating solutions to substantially change the currencies valuations process to reduce the probability of the failure from reoccurring.

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

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

JSE Interest Rates and Currency  
Derivatives Markets

#### **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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