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## SERVICE HOTLINE

**REFERENCE NUMBER:** 258/2019

27 November 2019

### UPDATE ON THE PROBLEM AND REISSUE OF THE EOD EQUITY MARKET DATA PRODUCT FOR 26 NOVEMBER 2019

The JSE picked up an issue with the production routines on the evening of Tuesday, 26 November 2019, as a result the production and dissemination of the Equities (E.Zip) file was delayed.

The delay was attributed to an input error in that the incorrect issue price was entered on the share issue instruments (ETF5IT, ETFT40, GLPROP and STX500) in record type CS 01 (Capital Structure), causing errors in the field called Total Capital Raised Rands.

Our technical team made development changes on the evening to try and fix the error however the E.Zip file was disseminated still with incorrect values, as a result, the E.Zip file for 26 November 2019 has been reissued and placed in the clients' IDP folders.

We apologise for the impact to your operations and resultant inconvenience to your data clients.

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

JSE End of Day Equity Data Service

#### **Environment:**

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)

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