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## SERVICE HOTLINE

**REFERENCE NUMBER:** 60/2019

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### **DELAY OF THE EQUITY DERIVATIVES EOD PRODUCTS DISSEMINATED ON 14, 15 AND 18 MARCH 2019**

The JSE experienced delays in the dissemination of the Equity Derivatives (ED.ZIP) Files for 14, 15 and 18 March 2019.

The SLA for Thursday, 14 March 2019 was missed due to technical issues resulting in some manual valuation processing to be done, causing delays in the EOD processes.

SLA was missed due to requested Market extension on 15 and 18 March 2019, resulting in the delay of the EOD process.

Due to upcoming Futures Closeout, similar delays such as on 15 and 18 March 2019 might still be experienced.

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

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

JSE Equity 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 [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

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