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## SERVICE HOTLINE

**REFERENCE NUMBER:** 70/2019

3 April 2019

### PROBLEM WITH THE DAILY BOND DATA FILE FOR 2 APRIL 2019

The JSE encountered a technical problem with the production routines on Tuesday, 2 April 2019. As a result, the Daily Bond Data File was produced and disseminated with semicolon delimiter instead of the comma delimiter.

The technical problem was due to an incorrect version of the application used to produce the file. Our technical team managed to fix the problem and the file with the correct delimiter was re-issued on Wednesday, 3 April 2019.

Clients are requested to re-download the daily Bond Data File for 2 April 2019.

As is customary practice, further analysis of this specific type of problem will be done by the JSE to assess any areas of improvement to minimize impacts of this nature in future.

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

#### Market / Service:

JSE Daily Bond Data File

#### 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)

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