



SERVICE HOTLINE

REFERENCE NUMBER: 155/2019

Date: 25 July 2019

Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

TRADES NOT UPDATING ON RTC

On 23 July 2019 during the period, 16:58 and 17:05 there were no trades flowing to RTC from the trading engine. Further investigations has showed that this was due to a downstream system failure.

In order to address the issue, a patch will be deployed on one of our downstream systems. The patch will allow the system to auto-recover missed trades instantaneously if there are future downstream system failures.

This patch will be deployed this evening post our end of day processes on 25 July 2019.

We apologise for the delayed communication on the day and for the inconvenience caused.

Market / Services:

JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives

Environment(s):

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