

# Recovery process

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**JULY 14**

9.38am

- Hardware failure.

9.43am

- Process alert received.

9.45am

- Incident response team activated.

10.14am

- Trade clearing process moved to secondary data centre.

1.38am-10.14am

- Missing and duplicate trade confirmation messages occurred.

11.38am

- Trading ceased.

12.44pm

- Midday Order and Trade file provided to members reflected duplicates and missing trades.

2pm

- Trading could not resume as expected.

4pm

- Trading still could not be resumed as reconciliation of order books not completed.

11.39pm

- File with all duplicates removed provided to members.

**JULY 15**

6.09am

- File with list of missing trades provided to members.