

Statistics on IT system failures that affect services through key service channels

Numbers of Incident / Total time of disruption (impact) (Q1 2021)				Numbers of Incident / Total time of disruption (impact) (Q4 2020)				Numbers of Incident / Total time of disruption (impact) (Q3 2020)				Numbers of Incident / Total time of disruption (impact) (Q2 2020)			
Mobile Banking	Internet Banking	ATM / CDM	Branch	Mobile Banking	Internet Banking	ATM / CDM	Branch	Mobile Banking	Internet Banking	ATM / CDM	Branch	Mobile Banking	Internet Banking	ATM / CDM	Branch
-	-	-	-	1 time/ 2 hours	1 time/ 2 hours	-	-	-	-	-	-	-	-	-	-

Description:

1. "Service problem/incident" is caused by an IT system failure so that the commercial bank cannot provide the entire or partial services through key service channels, namely mobile banking, internet banking, ATM/CDM and branches.
2. The bank will start disclose the time period of system failure using Quarter 4/2019 data onward.

- No service problems/incidents due to an IT system failure
 Services not provided