



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

Numbers of Incident (Q2 2019)				Numbers of Incident (Q3 2019)				Numbers of Incident (Q4 2019)				Numbers of Incident (Q1 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
-	-	-	-												

**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