

**Statistic on IT system failures that affect services through key service channels**

Number of service problems/incidents (Quarter 1/2025)				Number of service problems/incidents (Quarter 2/2025)				Number of service problems/incidents (Quarter 3/2025)				Number of service problems/incidents (Quarter 4/2025)			
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
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Description:

1. "Service problem/incident" means the IT systems of commercial bank cannot provide the entire or partial services through the channels Mobile Banking, Internet Banking, ATM/CDM/ and the branch.
2. The Bank will start disclosing the duration of service problems/incidents from Quarter 4/2019 onward.

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