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

Number of times and durations of IT problems/incidents (Quarter 1/2026)				Number of times and durations of IT problems/incidents (Quarter 2/2026)				Number of times and durations of IT problems/incidents (Quarter 3/2026)				Number of times and durations of IT problems/incidents (Quarter 4/2026)			
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
-	-	-	-	-	-	-	-	-	-	-	-				

Descriptions:

"IT problem/incident" refers to a circumstance where the bank's IT system cannot partially or fully provide financial service to retail customers through key service channels, namely branches, ATM/CDM, internet banking and mobile banking.

-	**No IT problems/incidents**
	Services not provided