

The Statistic of Information Technology System Problems Impacting Service Channel

Number of system problems (Q. 1/2020)				Number of system problems (Q. 2/2020)				Number of system problems (Q. 3/2020)				Number of system problems (Q. 4/2020)			
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
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

-	No system problem
	No service available

Remark:

1. System problem is the Bank cannot provide service via all channels or partial such as Mobile Banking, Internet Banking, ATM/CDM, and branches
2. The Bank starts to disclose the time duration of system problem since Q.4 / 2019 onwards