

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

Number of service problems/incidents (Quarter 1/2021)				Number of service problems/incidents (Quarter 2/2021)				Number of service problems/incidents (Quarter 3/2021)				Number of service problems/incidents (Quarter 4/2021)			
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 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