

## PRESS RELEASE

### OJK AND BI MONITOR ATM DISRUPTION DUE TO TELKOM SATELLITE PROBLEM

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**Jakarta, August 27, 2017.** The Financial Services Authority (OJK) ensured that services for banking customers were not disrupted although a number of banks saw their automated teller machine (ATM) networks suffer the impact of the failed Telkom T-1 satellite since last Friday (Aug. 25).

Anto Prabowo, OJK Caretaker Deputy Commissioner of Strategic Management and Logistics, said that the affected ATMs were only those that used VSAT connection to access the T-1 satellite in some areas.

However, bank offices networks in general are connected by fiber optics (terrestrial networks) and they had no trouble to continue their operation and provide good customer services to the public.

The OJK and Bank Indonesia have been coordinating with Telkom on mitigation steps designed to fully recover all banking services immediately.

The OJK has also urged banks to undertake mitigation measures, and public communication through their communication channels that can be accessed by their customers.

“People should confirm to their bank’s call center if they have any problem, and they should not immediately believe any news that cannot be accounted for,” Anto Prabowo said.

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For more information:

Anto Prabowo

Caretaker Deputy Commissioner of Strategic Management and Logistics

Tel +62 21 2960 0000 E-mail: [anto.prabowo@ojk.go.id](mailto:anto.prabowo@ojk.go.id) [www.ojk.go.id](http://www.ojk.go.id)