

PRESS RELEASE  
**OJK ASKS BANKS TO IMPROVE  
SECURITY OVER CUSTOMER FUNDS**

(Jakarta, May 14<sup>th</sup>, 2014). Financial Services Authority (OJK) has responded to banking criminal act happened recently, which is potential to disadvantage customers and banking industry, by conducting various measures of policy in its position as the supervising authority of banking.

Being a supervising authority of banking industry, OJK has taken a supervisory action, that is summoning the involving bank management to organize immediate and realistic action or plan in effort to handle the occurring problem.

OJK also asked the bank management to keep prioritizing the interest of customers, to actively approach them, and to open communication access that enables all customers to get informed on the occurring problem and concrete efforts related to the problem.

The bank company has reported a number of follow-up measures, such as tracking on profiling transactions, blocking debit cards, replacing debit cards, compensating customer funds, and also communicating with stakeholders as part of short term action plan.

OJK asked all elements of the bank management to constantly develop the quality of security over information technology usage in order to improve best services for society.

OJK's Integrated Consumer Service is ready to continually receive reports from society through phone number (area code) 500655 and email at [konsumen@ojk.go.id](mailto:konsumen@ojk.go.id), including complaints from bank customers.

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