

PRESS RELEASE

**BANK SYARIAH INDONESIA OPERATES BACK TO NORMAL,
PUBLIC CAN REST ASSURED**

Jakarta, May 13, 2023. Chief Executive of Banking Supervision (KEPP) of OJK Dian Ediana Rae stated that PT Bank Syariah Indonesia Tbk (BSI) services has operated back to normal through the available delivery channel. OJK encourages the public to remain calm and wise in facing the occurrence and news coverage of BSI service disruption.

KEPP also conveyed that the OJK IT supervision and inspection continuously communicates and coordinates to track the source of BSI service disruption and requests CSI to accelerate the ongoing forensic audit. OJK supports BSI's measures to prioritize service stabilization and improvement for customers through the expansion of weekend banking service.

Consequently, OJK requests BSI to promptly respond to the customers and public's complaints received in accordance with the Financial Services Authority Regulations (POJK) Number 6/POJK.07/2022 on Consumers and Public Protection in the Financial Services Sector.

KEPP said that the banking industry shall always pay attention to their governance, information security, and consumers protection in facing information technology challenges in the digital era. OJK has issued Financial Services Authority Regulations Number 11/POJK.03/2022 on Information Technology Implementation by Common Banks and Circular Letter of OJK Number 21/SEOJK.03/2017 on Risk Management Implementation in Information Technology Usage by Common Banks as guidelines.

The banking industry is faced with the demand to enhance their current Electronic System endurance and ability to recover post-service disruption. OJK will continuously ensure that Indonesia banking digital resilience is consistently practiced by all banking sector players with the Circular Letter of OJK Number 29/SEOJK.03/2022 on Cyber Resilience and Security for Common Banks as the guidelines.

Chief Executive of Market Conduct Supervision, Education, and Consumer Protection (KEPEPK) of OJK Friderica Widyasari Dewi elaborated that OJK pays great attention to customers and consumers protection and hoped that the IT system in the bank will reinforce customer protection.

Additionally, OJK asks the public to be careful in carrying out transactions, be aware of potential fraud or other crimes that misuses a bank's name, as well as to verify the accuracy of the dissipating information.

For more information:

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