PRESS RELEASE

Reported leaked database, Bank Jatim Ensures Secure Customer Data.

Surabaya 22 October 2021 | PT Bank Pembangunan Daerah Jawa Timur Tbk. (**bankjatim**) ensures the security of customer data as news circulates that the **bankjatim** database is leaking.

Director of IT & Operations of bankjatim Tonny Prasetyo explained that **bankjatim** has moved quickly and is currently conducting an investigation and forensic analysis to examine more deeply about the news. "Initial search results indicate that cybercriminals intruded on the supporting application system, not on the **Bank Jatim** Core System. In other words, the integrity of customer data is maintained and **bankjatim** customers can remain calm to carry out banking financial transactions, "explained Tony.

With this news, Tonny ensured that there were no problems with **bankjatim**'s operations and services and that they would continue to run normally. "**bankjatim** also continues to improve the protection of the company's data so that it is not vulnerable to cyber crimes," said Tony.

Customers can also take advantage of **bankjatim** e-channel services such as JConnect mobile banking and JConnect internet banking to perform banking financial transactions quickly, easily and safely.

So far, bankjatim has also mitigated the risk of cyber attacks through collaboration with the National Cyber and Crypto Agency (BSSN) to implement information system security standards. Then at this time **bankjatim** has coordinated with various related parties for the investigation and resolution of the problem.

Furthermore, **bankjatim** will coordinate with customers to ensure services to customers can still be carried out without interruption. If the Customer needs further

explanation or needs assistance, please contact our official service via Call Center at Number 14044, WhatsApp Corporate 0811-3222-2505

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