



## MEDIA STATEMENTS ON DISRUPTION OF OCBC SECURITIES' TRADING SERVICES ON 26 JANUARY 2012 DUE TO A POWER OUTAGE AT THE HOSTING FACILITY

### Singapore, 26 January 2012 at 10:33 am – Announcement on disruption of trading services

"We are experiencing a technical problem with our securities trading system as a result of a power outage at the hosting facility. This has impacted our connection to the Singapore Exchange.

Our customers are not able to carry out any trading activities through our website and conduct buy transactions through their brokers. However, customers can still perform "sell" transactions through their brokers. We are currently working on restoring full services as soon as possible.

We are sorry for the inconvenience caused.

We will provide updates as and when available."

### Singapore, 26 January 2012 at 12:16 pm – Announcement on full restoration of trading services

"Power was restored at the hosting facility by 11am. The connection from our trading system to the Singapore Exchange was progressively reinstated and by 12pm, all our customers were able to carry out the full suite of trading transactions through our website and their trading representatives.

We thank our customers for their patience and understanding. We want to assure them that throughout the period of service disruption, all customer data was protected. Those who require assistance can contact us at 1800-338 8688.

Once again, we are sorry for the inconvenience caused."

### Singapore, 26 January 2012 at 19:09 pm – Email from Mr Hui Yew Ping, Managing Director of OCBC Securities, to customers on the disruption of trading services earlier in the day

Dear Customer,

About 8.55am in the morning of 26 Jan, we discovered that a power outage at the hosting facility has resulted in a disconnection of our trading system to the Singapore Exchange. Many customers were not able to carry out trading transactions through our website and their trading representatives for which I sincerely apologize.

Once the problem was identified, our trading representatives proactively informed as many customers as possible, as quickly as possible, and we posted messages and updates on our website and twitter. Our IT team worked on restoring services to minimize the inconvenience.

In the meantime, we arranged for our customers to perform sell transactions through our trading representatives.

At about 11 am, the power was restored and we progressively resumed our trading services. By 12 noon, the trading system was fully restored and our customers were able to carry out trading transactions through our website and their trading representatives.

I want to assure you that, throughout the period of service disruption, all customer data was protected with appropriate security measures.

We are committed to providing uninterrupted services to you at all times and apologise for any inconvenience you have experienced.

Sincerely  
Yew Ping  
Managing Director, OCBC Securities

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## **About OCBC Bank**

OCBC Bank is the longest established Singapore bank, formed in 1932 from the merger of three local banks, the oldest of which was founded in 1912. It is now the second largest financial services group in Southeast Asia by assets and one of the world's most highly-rated banks, with an Aa1 rating from Moody's. It is also ranked by Bloomberg Markets as the world's strongest bank.

OCBC Bank and its subsidiaries offer a broad array of specialist financial services, ranging from consumer, corporate, investment, private and transaction banking to treasury, insurance, asset management and stockbroking services.

OCBC Bank's key markets are Singapore, Malaysia, Indonesia and Greater China. It has a network of over 500 branches and representative offices in 15 countries and territories, including more than 400 branches and offices in Indonesia that are operated by its subsidiary, Bank OCBC NISP.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the largest insurance group in Singapore and Malaysia by assets. Its asset management subsidiary, Lion Global Investors, is one of the largest private sector asset management companies in Southeast Asia. Private banking services are provided by subsidiary Bank of Singapore, which has been ranked among the top five global private banks in Asia.

For more information, please visit [www.ocbc.com](http://www.ocbc.com).

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