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PH banks hit by global Microsoft outage

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FILE PHOTO

Digital banking services of some major local banks were affected by a global tech outage, which disrupted banks, telecoms, and airlines worldwide.

Philippines' largest bank BDO Unibank said its systems are currently experiencing technical difficulties due to the Microsoft issue.

“This may result in extended wait times at our branches and contact center, and delays in or unavailability of some functions in our digital channels,” BDO said.



(<https://www.gmanetwork.com/news/>)

“Our team is diligently working with Microsoft to resolve this issue. We apologize for any inconvenience this may cause,” the Sy-led bank added.

In an advisory on Friday, Metrobank said that its customers may experience a slowdown or temporary unavailability of some bank products and services through its online channels “with the ongoing global outage related to Microsoft-based systems.”

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Metrobank said its clients may still continue to access their funds through its ATMs or deposit funds through Cash Accept Machines.

“We are closely monitoring the situation and will immediately resume the affected services once the issue has been resolved,” Metrobank said.

UnionBank also issued an advisory that the ongoing global IT outage

(<https://www.gmanetwork.com/news/scitech/technology/913957/global-cyber-outage-grounds-flights-hits-media-financial-telecoms/story/>) is affecting

one of its systems providers; thus, its customer service hotline, some branch services, and online credit card transactions are temporarily unavailable.



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“Rest assured that our team is working with our affected service provider to restore our full services as soon as possible,” UnionBank said.

“In the meantime, please use the UnionBank Online app or website, or any of our ATMs nationwide, for continued access to your accounts and essential banking services,” it said.

The Bank of the Philippine Islands also reported the same issue.

"This issue has impacted certain operations in the bank, which may cause longer wait times in our branches and contact center. You may also experience delays in the crediting of financial transactions, including bill payments and interbank fund transfers, as other institutions are likewise affected," BPI said in an advisory.

"Our technical team is already coordinating closely with the provider on the resolution of this issue. Rest assured that this issue should not be a cause for concern. Our branches, ATMs, CAMs, online and mobile banking services remain available."

RCBC said it is currently experiencing technical difficulties affecting its RCBC Pulz, RCBC Online Banking, and Diskartech, “resulting in a slowdown in some of your online banking transactions.”

RCBC said the following services are temporarily unavailable until further notice:

- RCBC Pulz and Online Banking
- Fund transfers to other banks via Instapay, PesoNet, Swift and PDDTS
- Bills payment
- Cardless withdrawal
- Credit card services
- Online check deposit
- PayDay NOW and Salary Loan NOW

Diskartech



- Fund transfers to RCBC and to other banks via Instapay
- Cardless withdrawal

“You may continue to do your banking transactions at any RCBC Branch or RCBC ATMs nationwide,” RCBC said.

The Philippine National Bank (PNB) said that customers may have experienced intermittence while using some of its banking channels.

“Our technical team is on standby to ensure affected channels are back to normal once the outage is fixed,” PNB said.

For its part, the Bangko Sentral ng Pilipinas said it "has required affected BSP-supervised financial institutions to provide updates and activate their resilience and continuity plans as needed."

"The BSP Peso Real Time Gross Settlement System or PhilPassPlus was unaffected and all settlements, including PESONet, Instapay, ATM and checks, were successfully completed today," the BSP said.

"The financial system remains resilient, with alternative channels and digital platforms available for individuals and businesses." —**VBL, GMA Integrated News**

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