



Media Release

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Technical problems in processing debit card transactions

On 21 January 2014, a number of transactions involving Swiss and Liechtenstein debit cards resulted in the cards being debited twice. This problem affected both payments at ATMs and payment terminals as well as deposits. Transactions before and after 21 January 2014 are not affected by this.

The double charges were a result of processing errors in settling card transactions. SIX is in close contact with the banks and is working on resolving the problem.

SIX will actively inform you as soon as any relevant information becomes available.

Should you have any questions, please feel free to contact Jürg Schneider, Media Relations.

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SIX Payment Services

SIX Payment Services provides financial institutions and merchants with secure and innovative solutions along the entire value chain of cashless payments. The tailor-made solutions include national and international card transactions and interbank payments. SIX Payment Services guarantees the acceptance and the completion of card-based payments within Switzerland and internationally and as market leader in Switzerland, Austria and Luxembourg belongs to the major European processors of card transactions. Other services range from the Swiss Interbank Clearing to electronic billing and direct debit. With over 1,400 employees and a local presence at 14 office locations, SIX Payment Services partners with customers in 33 countries. www.six-payment-services.com

SIX operates Switzerland's financial market infrastructure and offers on a global scale comprehensive services in the areas of securities trading, clearing and settlement, as well as financial information and payment transactions. The company is owned by its users (150 banks of various size and orientation) and, with its workforce of more than 3,500 employees and presence in 24 countries, generated an operating income of 1.14 billion Swiss francs and a Group net income of CHF 320,1 million in 2012. www.six-group.com