



## Media Release

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### Impact of technical problems in processing debit card transactions resolved

**Due to a technical problem in processing Swiss and Liechtenstein debit card transactions, a number of debit card transactions were booked twice in the night of Wednesday 22 to Thursday, 23 January 2014. Working closely with the banks, SIX immediately developed and implemented a solution to rebook the relevant amounts. At present, the vast majority of these double bookings have been reversed (99.93%), meaning that no clients incurred any losses. The remaining double bookings are in progress and will be reversed individually in the coming days. SIX greatly regrets this incident.**

On average, SIX processes around 1.4 million transactions involving Swiss and Liechtenstein debit cards each day. The daily processing of the transactions takes place each night for the past day. In the night of Wednesday 22 January to Thursday 23 January, the transactions from Wednesday were correctly booked. Due to a technical problem, however, the transactions from Tuesday 21 January were booked for a second time. However, no payments were executed twice, meaning that there were no duplicate cash flows.

As at 28 January 2014, the vast majority of the banks concerned had been able to reverse the bookings (99.93%) of all double bookings were corrected in this way. The banks are currently working on the remaining double bookings. These double bookings will also be corrected in the next few days. Cardholders/Bank clients did not incur any losses; the transactions that were booked twice were automatically reversed. Data security was maintained at all times.

SIX greatly regrets the incident on 23 January and would like to apologize to the banks and banking customers for the inconvenience caused.

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](http://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](http://www.six-group.com)