



December 03, 2022  
1700 Hours

## MEDIA RELEASE

### RESTORATION OF 1LINK CORE SWITCH SERVICES

This is to inform that 1LINK's affected core switch services, which process OFFUS ATM cash withdrawals, OFFUS POS transactions and Inter Bank Funds Transfers (1IBFT), have been fully restored since last night and the system is functioning optimally.

The issue was caused primarily because of the technical malfunction between the communication of our database server with the application that serves as the core switch platform. We are undergoing a deep-seated root cause analysis with our technology solution providers to ensure future continuity without disruption.

While the settlement process takes time, we request our members to keep the lines of communication open with us and revert if there is any issue in transaction processing. We have also identified certain processing issues with some of our members' systems during this period, and we will take them up separately with them.

Despite the degradation in processing transactions, below is the transaction volumes and values we processed from November 16 till yesterday, December 2, 2022:

1LINK Transactions Processing Analysis from Nov 15 to Dec 2, 2022								
Date	ATM CW		1IBFT		POS		Total	
	Volume (Mln)	Value (Bln)	Volume (Mln)	Value (Bln)	Volume (Mln)	Value (Bln)	Volume (Mln)	Value (Bln)
Tuesday, November 15, 2022	0.80	7.74	2.25	76.15	0.11	0.50	3.17	84.39
Wednesday, November 16, 2022	0.77	7.35	2.34	68.83	0.07	0.32	3.18	76.50
Thursday, November 17, 2022	0.78	7.44	2.29	67.60	0.07	0.34	3.14	75.37
Friday, November 18, 2022	0.72	6.53	2.09	64.46	0.13	0.55	2.93	71.54
Saturday, November 19, 2022	0.81	7.60	2.06	35.75	0.15	0.66	3.01	44.01
Sunday, November 20, 2022	0.73	6.36	1.79	22.27	0.14	0.61	2.66	29.23
Monday, November 21, 2022	0.75	6.97	2.30	71.38	0.07	0.31	3.12	78.66
Tuesday, November 22, 2022	0.73	6.80	2.26	70.50	0.07	0.30	3.06	77.59
Wednesday, November 23, 2022	0.72	6.64	2.22	65.57	0.07	0.30	3.01	72.51
Thursday, November 24, 2022	0.75	7.03	2.31	67.71	0.08	0.36	3.14	75.11
Friday, November 25, 2022	0.70	6.50	2.22	64.41	0.14	0.63	3.06	71.54
Saturday, November 26, 2022	0.75	7.27	1.32	28.67	0.14	0.67	2.21	36.61
Sunday, November 27, 2022	0.76	6.82	1.97	25.42	0.17	0.79	2.89	33.03
Monday, November 28, 2022	0.76	7.45	2.23	76.58	0.12	0.52	3.10	84.55
Tuesday, November 29, 2022	0.80	8.18	1.81	72.11	0.07	0.32	2.69	80.61
Wednesday, November 30, 2022	0.96	11.08	2.22	78.38	0.08	0.39	3.26	89.85
Thursday, December 1, 2022	1.33	17.01	2.39	75.11	0.10	0.46	3.81	92.59
Friday, December 2, 2022	0.96	11.60	1.98	56.02	0.08	0.39	3.01	68.01
<b>Total</b>	<b>14.58</b>	<b>146.36</b>	<b>38.03</b>	<b>1,086.91</b>	<b>1.84</b>	<b>8.42</b>	<b>54.45</b>	<b>1,241.69</b>

The above table reflects that despite degradation of services, very few transactions have been affected and we have processed 0.96 Mln ATM cash withdrawals, 1.98Mln IBFTs and 0.08 Mln POS transactions on December 2, 2022 which are as per the regular trend of last 15 days.



We are monitoring the systems vigilantly, working on any outstanding settlement issues and clearing the backlog in non-financial transactions monitoring. 1LINK regrets the inconvenience caused to its members and their customers. We appreciate your patience and usual continued support.

### **About 1LINK**

*1LINK (Pvt) Limited, owned by a consortium of 11 banks, is the country's 1st PSO/PSP and largest switch and payment system, providing a host of valuable online banking services like ATM switching, 1BILL, Inter Bank Funds Transfer, Fraud Risk Management, Switch Dispute Resolution, International Payment Schemes, PayPak – Domestic Payment Scheme etc. 1LINK is continuously evolving and adding new products and services to benefit the financial industry. For more information, please visit: <https://1link.net.pk/>*