

Bank with most users in Ecuador reports cybernetic problems

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The failures have lasted approximately 72 hours. | Photo: www.bio-invest.be

Quito, October 12 (RHC)-- Banco Pichincha, the largest of its kind in Ecuador, reported cyber problems on Monday and thousands of users have been unable to access their accounts.

Users began to complain through social networks about failures in the banking system that have lasted approximately 72 hours. For its part, the different platforms in which it is present, the largest banking unit in Ecuador offered apologies to users by identifying a "cybersecurity incident" that has partially disabled its services.

"We have taken immediate actions such as isolating the potentially affected systems from the rest of our network and having cybersecurity experts to assist in the investigation," the institution explained through the text.

However, the bank reported that the branch network, the ATM network and debit and credit card payments continue to operate. In the statement signed by the Bank's president, Antonio Acosta, and the general manager, Santiago Bayas, it is assured that the incident does not affect the dynamics of the operations, "the financial performance of the bank is not affected", they added, at the same time they called for calm in order not to generate congestion and urged the users to keep informed through the official platforms of the institution.

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