



**Payments Network Malaysia Sdn Bhd (836743-D)**  
Formerly known as Malaysian Electronic Clearing Corporation Sdn Bhd

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## **For Immediate Release**

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### **Statement on Social Media Postings Regarding ATM Cash Withdrawal Services**

Inaccurate news has been circulating on social media claiming that the public is unable to perform interbank ATM transactions. We wish to clarify that the MEPS Shared ATM Network, encompassing the ATMs of 20 participating banks, is running as usual and is functioning smoothly. In the past 6 months, the MEPS Shared ATM Network achieved 100% availability and processed more than 142 million ATM cash withdrawal transactions successfully.

From October 2017 to March 2018, incidents where the ATMs of our participating banks failed to dispense cash accounted for only 0.02% of the total volume of cash withdrawals processed over the MEPS Shared ATM Network. These incidents are largely isolated and resulted from issues at specific ATMs. When such cases arise the participating banks will perform refunds generally between 2 to 4 working days. ATM Cardholders are advised to contact their respective banks when issues are encountered during ATM cash withdrawals.

### **About Payments Network Malaysia Sdn Bhd (PayNet)**

PayNet (formerly known as Malaysian Electronic Clearing Corporation Sdn Bhd) operates the MEPS Shared ATM Network. PayNet is Malaysia's premier payments network and central infrastructure for financial markets. We innovate, build and operate world-class payment systems and financial market infrastructures that safely, reliably and efficiently enable the functioning and development of Malaysia's financial system as well as the economy as a whole. Bank Negara Malaysia (BNM) is PayNet's single largest shareholder, with eleven Malaysian's banks as joint shareholders.

### **Press Contacts**

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