

logo not found or type unknown

FirstBank Notifies Clients About Security Occurrence

Business / **Published On October 24, 2020 10:03 AM /**

Staff Consortium **October 24, 2020**

Image not found or type unknown



FirstBank said Saturday that it detected a security occurrence in its systems yesterday, which the bank said has impacted several of its service channels.

At this time, the Digital Banking platform for individuals, the Smart Cash Management service for commercial customers, and the customer service call center, FirstLine Solutions Center, have been impacted, the bank said.

Firstbank said that immediately after the occurrence was detected, it took safety measures, restricting the availability of these services.

Customers have the option of visiting branches, using the ATM network and ATH Movil payment service. Credit and debit cards are also working as usual, the bank said.

The occurrence did not impact customer accounts, and the bank's senior vice president and USVI business director, Valdamier Collens, said everything is being done to reinstate services expeditiously.

“We are working diligently to fix this problem and restore our services as soon as possible. This occurrence did not impact the safety of our customers deposits,” Mr. Collens said.

© Viconsortium 2024