Sub.: Reply on News Clarification – Compromising of Debit Cards

Stock Exchanges has sought clarification from Yes Bank Ltd on recent media reports regarding cyber-attacks.

The response from the Bank is mentioned below:

YES BANK first received reports of misuse of select Debit Cards/Credit Cards of its customers on 2nd Sept 2016. The exposure due to the said misuse was minimal, and YES BANK took remedial actions with its customers as per existing policies. These were also reported to NPCI/RBI. Since the exposure is covered by insurance, YES BANK has faced no loss due to the same. Additionally, YES BANK has proactively undertaken a comprehensive review of its ATMs and found no evidence of a breach or compromise on YES BANK ATMs.

A PFI (PCI certified Forensic Investigator) – SISA, has been appointed by Hitachi Payment Services Pvt. Ltd, which provides switching & other related services for many Banks including YES BANK. The forensic investigation is currently underway.

YES BANK has also taken proactive measures to safeguard its customers as per extant regulations, and undertaken extensive customer communication via SMS, emails, outbound call centers, website and Social Media to educate them on Safe Banking practices. YES BANK has also asked its customers to change their card PIN as a measure of precaution. The Bank is closely monitoring and alerting customers on transactions undertaken on YES BANK cards at ATM and PoS machines.

YES BANK continues to work with relevant stakeholders, including other public sector and private banks, Visa, MasterCard and NPCI, to ensure utmost safety and security of its ATM network and payment services which are completely safe to use.

In view of the above and considering the fact that the impact of the event was not material on the operations / performance of the Bank, disclosure was not made in terms of Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

We trust that the matter stands clarified.

Date: November 09, 2016
Place: Mumbai