

Nationwide Outage: National Australia Bank's Inadequate IT Infrastructure Fails

by Luke Cooper via luke - 9News *Friday, May 25 2018, 10:10pm*

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A NAB representative has issued a 'casual' apology to a national outage of its banking systems that left customers across Australia stranded today. The banks' customers nationwide were without access to their accounts, ATM or EFTPOS services due to a national outage this morning.



The bank confirmed in a statement posted to Twitter that it was "experiencing issues with multiple services" across Australia.

After the lengthy Saturday morning outage, NAB confirmed in a tweet their Internet banking, ATM and EFTPOS services were coming back online.

Shortly after, Chief Customer Officer Business and Private Banking Anthony Healy issued an apology for "letting customers down".

"I want to apologise for the outages that you're experiencing this morning with your banking services," Mr Healy said.

"I want to apologise to those who were out trying to do their shopping and particular our merchants who are trying to do business and maintain banking services for their customers.

"Were sorry and it's not good enough. We have our best and most experienced team on it and they're working around the clock to get the services up and running."

In the video apology, which appears to have been shot on a smartphone and was posted to Twitter, Mr Healy addressed the nationwide issue while casually dressed in a black T-shirt.

Meanwhile, NAB consumers and business owners have also taken to social media to voice their frustrations over the outage, with some calling for compensation.

Many Aussies were left stranded at places like petrol stations and shopping centres, unable to use their credit card and without cash.

A Melbourne petrol station was notifying customers over the intercom that EFTPOS services were down after several drivers were left unable to pay for fuel.

During the outage, some customers said they are able to use tap and pay with their credit cards but the majority seemed to have issues.

Hours after the outage was first reported, Commonwealth Bank also sent out a statement to its Twitter account at around 1.15pm saying that some of its customers were also experiencing an outage.

The bank said that "merchant terminals" for businesses that connect to the Optus mobile network appeared to not be working.

The NAB outage comes following a series of similar nationwide glitches that have affected customers of Commonwealth Bank and Telstra in recent weeks.

Last month, Commonwealth Bank's website experienced an outage that left its customers unable to view credit card, home loan and travel card balances for more than 24 hours.

This month, Telstra's 4G network collapsed and stopped many Australians from making phone calls - including to the national Triple Zero emergency line.

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See additional Systemic and Digital Infrastructure problems at NAB [here](#):



Useless NAB Chairman Ken Henry warned of systemic and IT problems years ago

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