



PRESS RELEASE

CMF reports connectivity problems with its website's customer service modules

November 8, 2022 — The Financial Market Commission (CMF) reports that its website and related services for citizens and supervised entities are experiencing connectivity problems. Although the specific cause of said problems remains under investigation, no alerts have been identified at this time about a cybersecurity or information security incident.

The Commission states that it is working to reestablish its online services as soon as possible; on-site services continue to operate. The Commission has also instructed supervised parties on using special channels to submit and report information while connectivity problems are resolved. Entities sending information via the Extranet module can operate normally.

The CMF also announces it has extended the operating times of its Reception Office — located at 1449 Bernardo O'Higgins Avenue, Tower 1, Santiago — from 9 AM to 6 PM. Its telephone service is also operational; call 22 887 9200 for inquiries on Banks and Financial Institutions, and 22 617 4000 for inquiries on Securities and Insurance.

Area of Communications, Education & Image — Financial Market Commission (CMF)

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