

Friday 12 October 2018

## **CYBER-SECURITY SUPPORT FOR CLIENTS**

As we continue our forensic investigations into the data breach experienced by The Perth Mint, we wish to provide reassurance that all our clients' investments remain safe and secure.

Following the breach that was detected on 5 September, we immediately began a comprehensive investigation with cyber-crime experts, while doing everything in our power to support affected customers.

There is no evidence to suggest The Perth Mint's own internal systems have been compromised in any way, with the breach occurring on the system of a third-party technology provider.

From our conversations with those individuals impacted by the breach, we understand that some clients may feel more comfortable taking additional advice to protect their data from any potential misuse.

Some of those affected in Australia and New Zealand have opted to benefit from a 12-month cyber security service offered by IDCARE which has been paid for on the clients' behalf by The Perth Mint.

All clients in our other 120-plus markets can engage the services of a reputable identity theft protection and/or credit monitoring service which is active in their country of residence.

*Any client who has been affected by the breach and wishes to make use of these additional data protection services will have the subscription fee reimbursed for 12 months by The Perth Mint (subject to terms and conditions).*

In the meantime, The Perth Mint and the third party provider continue meticulous investigations into how this unlawful act occurred.

As well as our own internal investigations we are working with state and federal law enforcement, data breach and cyber crime reporting agencies.

Importantly, we are identifying opportunities to further tighten our data security. To this end we are devoting extra resources to continually improve our systems and taking all the steps we possibly can to mitigate the risk of any future threat.

We sincerely regret the unlawful access to clients' personal information.

Should you wish to contact the Perth Mint Depository team about this matter, or if you have any other queries, please email us at [Depository@perthmint.com](mailto:Depository@perthmint.com) or call +61 8 9421 7250.