

Capita cyber incident

On 3 April 2023, Capita announced that it had experienced a cyber incident three days prior, on 31 March 2023. Capita published further updates on 20 April (Update on cyber incident | Capita) and 10 May (Update on cyber incident | Capita). Capita may publish further updates to its newsroom here: Newsroom | Capita.

We use Capita as our pensions administrator and Capita have now informed us that some of our members' data was exposed during the security breach. The member data exfiltrated includes: name, member unique identification, national insurance number, date of birth, pension in payment, tax code, tax paid, any other deductions (where applicable), date of retirement, date of cessation of pension, address and bank details. Please note that not all exfiltrated data items are applicable to all members. You will be contacted individually if your data has been affected by this incident and will confirm in that letter which types of data have been exfiltrated in your particular case.

In the meantime, we encourage you to be vigilant against potential scams, particularly if you receive any unexpected emails, telephone calls, texts or letters. For further information on how to spot scams, please refer to our website here: <https://www.att-istelpension.co.uk/pension-scams>.

Further guidance is also available from the Information Commissioner's Office (ICO) and the National Cyber Security Centre.

We continue to engage with Capita on their ongoing investigations and we have notified the ICO and the Pensions Regulator of the incident. If you require any further information or have concerns, please contact Capita on the following number 0800 229 4005.