

ASX release

28 November 2022

Medibank response to APRA

Medibank acknowledges the Australian Prudential Regulation Authority's (APRA) statement today regarding the recent Medibank cybercrime.

Medibank CEO David Koczkar said: "Since we detected this cybercrime we have been in regular consultation with APRA.

"Given the nature of this event we believed it was important to have an external review which we announced at our Annual General Meeting on 16 November 2022. As part of our engagement, Medibank consulted with APRA on the scope of the external review we commissioned Deloitte to undertake.

"The review will ensure that we learn from this cyberattack and continue to strengthen our ability to safeguard our customers.

"We will share the key outcomes and consequences of the review, where appropriate, having regard to the interests of our customers and stakeholders and the ongoing nature of the Australian Federal Police investigation.

"We are also committed to sharing what we have learnt from our experience so that Australian businesses and the broader community can be better placed to navigate any similar challenges in future.

"Our absolute focus is to continue to support and protect our customers through this time.

"Safeguarding our customers' data is a responsibility we take very seriously, and we will continue to support all people who have been impacted by this crime.

"Our dedicated Cyber Response Support Program is providing customers with mental health and wellbeing support, identity protection services and financial hardship measures.

"Medibank will continue to work with APRA in a transparent and cooperate way as well as with the Australian Government, Australian Federal Police and Australian Cyber Security Centre.

"We are grateful for the support we and our customers have received from the government and its agencies as this crime has unfolded," Mr Koczkar said.

This announcement has been approved for release by the CEO.

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