ASX release

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Medibank cyber incident

Yesterday the Medibank Group detected unusual activity on its network.

In response to this event, Medibank took immediate steps to contain the incident, and engaged specialised cyber security firms.

At this stage there is no evidence that any sensitive data, including customer data, has been accessed.

As part of our response to this incident, Medibank will be isolating and removing access to some customer-facing systems to reduce the likelihood of damage to systems or data loss.

As a result our ahm and international student policy management systems have been taken offline. We expect these systems to be offline for most of the day.

This will cause regrettable disruptions for some of our customers. ahm and international student customers will still be able to contact our customer teams via phone but at this stage our people won't be able to access policy information.

Although there is nothing that customers need to do, Medibank and ahm customers can contact us by phone (for ahm customers 1300 573 942 and for Medibank customers 13 23 31) and an information page on our website (medibank.com.au/health-insurance/info/cyber-security/) is being established to provide the latest updates about the incident.

As we continue to investigate this incident, our priorities are to ensure the ongoing security of customers, our employees, and stakeholder information, and the continued delivery of Medibank services.

Investigations are ongoing, and Medibank will provide regular updates.

Medibank's health services continue to be available to our customers, this includes their ability to access their health providers, as we work through this incident.

Medibank CEO David Koczkar said:

"I apologise and acknowledge that in the current environment this news may make people concerned.

"Our highest priority is resolving this matter as transparently and quickly as possible.

"We will continue to take decisive action to protect Medibank Group customers and our people.

"We recognise the significant responsibility we have to the people who rely on us to look after their health and wellbeing and whose data we hold.

"We are working around the clock to understand the full nature of the incident, and any additional impact this incident may have on our customers, our people and our broader ecosystem."

For further information please contact:

For media

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