

Message from the Trustee - Capita cyber incident

This is a message from the Trustee summarising the work it has done over the past year to establish the impact on the Plan of a cyber incident that happened last year at Capita, who provide administration services to the Plan.

Please be reassured that if you have been personally impacted, we will have contacted you directly. This summary is for all Plan members so they know what happened, what action the Trustee took in response and the outcome of Capita's recently-concluded final investigations.

What happened?

In March 2023, Capita experienced a cyber incident. This affected the security of some of the personal data that Capita processes on behalf of the pension schemes it administers.

Regrettably, Capita's investigations at the time discovered that some categories of personal data for some members of the Plan were part of the data taken by the cyber attackers.

What has happened to that data? Have any members of the Plan lost money?

Capita has taken extensive steps to recover and secure the data contained within the computer systems impacted by the cyber attack and has appointed an independent cyber security expert who continues to monitor the web to confirm that data compromised as a result of this incident is not available.

Capita has told the Trustee that it has no evidence that information resulting from the incident has been misused or that it is available illegally, including on any third-party websites. Capita has no evidence of any members of the Plan having lost out financially as a result of the incident.

Have affected members been informed?

Yes. The Trustee worked with Capita to ensure that all affected members were written to so that they were fully aware and to provide details of ongoing support and guidance.

What help were they offered?

As well as guidance on staying vigilant, affected members have been given complimentary access to an Experian service which monitors suspicious activity on personal, financial and credit information.

What else did the Trustee do?

In line with its regulatory obligations, the Trustee notified the Information Commissioner's Office as soon as Capita notified it of the incident. The Trustee has also been in contact with the Pensions Regulator.

What is the latest update?

The independent cyber security expert appointed by Capita has carried out a detailed review of the incident and established that additional members and data items were impacted. The Trustee has worked with Capita to ensure that impacted members have been contacted in the same way as in 2023. Capita has confirmed that it has no evidence that this additional information has been misused or that it is available illegally, including on any third-party website.

What can you do to keep yourself cyber-vigilant?

You may wish to review the guidance provided by the [National Cyber Security Centre](#) and the [Information Commissioner's Office](#) on how to protect your personal information and how to report suspicious messages or phone calls. For more information on pension scams, and how to spot a scam, visit <https://www.fca.org.uk/consumers/protect-yourself-scams>.

What has the Trustee done to reduce the risk of this happening again?

We would like to say how sorry we are that this has happened. The Trustee takes the responsibility of looking after Plan members' personal data very seriously and we have been engaging with Capita to understand what it has done to improve the security of personal data and avoid a future incident.

If you have not been contacted by the Trustee or Capita, rest assured that your personal data has been unaffected.

If you have any further questions, please contact cyberqueries_all@capita.com or the helpline on **0800 0902091** (Monday to Friday – 9.00am to 5.00pm).