

<Name>  
<Company>  
<Address 1>  
<Address 2>  
<State> <Postcode>

Friday 26 July 2019

### **An important message about your information**

<Dear <insert first name>,>

<Important information for <Company name>>

I am writing to advise you that regrettably some of the personal information you provided to NAB when your account was set up with us was, without authorisation, uploaded to the servers of two data service companies.

**We take your privacy and the protection of your personal information extremely seriously and we are very sorry this has occurred. We take full responsibility.**

The personal information about you that was uploaded did not contain any NAB log-in details or passwords.

<CAT A - It may have included your name, date of birth and contact details.>

<CAT B – We can also confirm it contained a government-issued identification number – for example driver's license number.>

### **We want to assure you that NAB is taking action to protect your information**

This was a human error and a breach of NAB's data security policies. It was not a cyber-security issue.

As soon as the mistake was discovered by our internal checks, we immediately responded to contain the issue.

Our security team contacted the companies, who have advised us that all information provided to them is deleted within two hours.

NAB's investigations have found no evidence to indicate your information has been copied or further disclosed.

We have also notified and are working with industry regulators, including the Office of the Australian Information Commissioner.

We have reviewed your accounts over and above normal checks – and have not identified any unusual activity. We will continue to monitor 24/7 to protect your accounts.

### **Further support is available to you**

<NAB will cover the cost to you of reissuing your government issued identification documents.> We will also cover the costs of independent, enhanced fraud detection identification services, to protect your identity.

A dedicated, specialist team is available to arrange this support for you on 1800 074 769, available 24/7.

We are confident NAB can assist you in this matter. However, if after speaking with us, you would like more information on privacy, the Office of the Australian Information Commissioner can be contacted via <https://www.oaic.gov.au/>.

IDCare is a not-for-profit organisation that specialises in helping people impacted by cybercrime, information leakage or identity theft.

NAB has partnered with IDCare to provide you with free information and support, including advice about how to protect your personal information.

They're available on 1300 432 273 (Mon - Fri: 8am - 5pm AEST) and quote NAB@IDC19. You can also visit their website at <https://www.idcare.org/>

**Again, we sincerely apologise for this error and any inconvenience it has caused you.**

We take full responsibility. We can assure you that we understand how this happened and we are making changes to ensure this does not happen again.

**Regards,**

Glenda Crisp  
NAB Chief Data Officer.