

Press release

19 August 2020

Credit bureau, Experian's breach of personal information

African Bank can confirm that one of South Africa's credit information service providers, Experian, has experienced a breach of personal information of its clients. The breach of data means that certain customers' personal information, including the likes of identity numbers, cell numbers etc. has been compromised. The compromise of personal information can create opportunities for criminals to impersonate an individual but does not provide access to a customers' banking account or details.

Chief Risk Officer of African Bank, Piet Swanepoel noted, "This breach of personal information does impact our credit customers because we have to, by law disclose all details of customers who have credit with us to three credit bureaus, one of which is the Experian credit bureau.

Of importance is that our customer's banking credentials have NOT been breached, so fraudsters will not be able to access any of our customers' banking details.

We have in any event enhanced our security measures to protect our customers.

Customers should however remain aware fraudsters can impersonate a bank and contact customers and pretend to be their bank since they may know their ID and their cell numbers".

Swanepoel advises all banking customers to remain vigilant against possible fraud and to:

- Never disclose usernames, passwords, PINs or One Time Pins (OTPs) when asked to do so by anyone via telephone, fax, text messages or even email, no matter how believable they are. African Bank will NEVER ask this information of you.
- Change your passwords regularly and never share them with anyone.

Customers are advised to monitor their accounts and always report suspicious behaviour, should they see any. Customers can call African Bank on 0861 111 011 should they need to alert the bank to any suspicious activity on their account.

All our customers can also apply for a free Protective Registration listing with the Southern African Fraud Prevention Services (SAFPS), which would alert banks and credit providers that an identity has been compromised. Customers can apply by emailing protection@safps.org.za.

ENDS

Louise Brugman, on behalf of Piet Swanepoel, Chief Risk Officer of African Bank