

Press release

22 September 2021

Debt collector, Debt-IN experiences breach of personal data

African Bank can confirm that one of its appointed professional debt recovery partners, Debt-IN, was targeted by sophisticated cyber criminals in April 2021. At the time, expert security advice concluded that there was no evidence that the ransomware attack had resulted in a data breach.

Debt-IN is now aware that the personal data of certain customers, including a number of African Bank Loan customers under debt review, has been compromised. Debt-IN is confident that no data shared post 1 April 2021 has been compromised. A robust mitigation plan has been implemented by Debt-IN to contain and reduce any further adverse impact.

“We have been collaborating with Debt-IN to address this breach,” says Piet Swanepoel, Chief Risk Officer of African Bank.

“We have notified the relevant regulatory authorities and we are also in the process of alerting customers who have been affected, via email and SMS.”

As an additional precautionary step, African Bank’s fraud prevention team has enhanced security measures to protect all African Bank customers.

Swanepoel reminds all South Africans to remain vigilant against possible fraud:

- 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 the request appears to be. African Bank will NEVER ask you for this information.
- Change your passwords regularly and don't share them with anyone.
- Cyber criminals often contact customers and pretend to be their bank, since they may know your ID and cellphone numbers.
- Review your monthly statements closely to check what money has left your account, and to whom it has been transferred.

“If you detect any suspicious activity, or feel that your information has been compromised, you can apply for a free Protective Registration listing with the Southern African Fraud Prevention Services (SAFPS),” says Swanepoel.

“This will alert banks and credit providers that an identity has been compromised. You can apply by emailing protection@safps.org.za.”

Swanepoel also urged African Bank customers to call 0861 111 011 if they suspected any fraudulent activity on their accounts.

ENDS

Louise Brugman, 083 504 1186 on behalf of Piet Swanepoel, Chief Risk Officer at African Bank

