

Statement on IT issues affecting Travelex services

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Travelex

worldwide
money

STATEMENT ON IT ISSUES AFFECTING TRAVELEX SERVICES

Travelex confirms that a software virus was discovered on New Year's Eve which has compromised some of its services.

As a precautionary measure in order to protect data and prevent the spread of the virus, Travelex immediately took all its systems offline. Our investigation to date shows no indication that any personal or customer data has been compromised.

The company's network of branches continues to provide foreign exchange services manually.

Travelex has deployed teams of IT specialists and external cyber security experts who have been working continuously since New Year's Eve to isolate the virus and restore affected systems.

Tony D'Souza, Chief Executive of Travelex, said, "We regret having to suspend some of our services in order to contain the virus and protect data. We apologise to all our customers for any inconvenience caused as a result. We are doing all we can to restore our full services as soon as possible."

– END –

ENQUIRIES

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ABOUT TRAVELEX

Headquartered in London, Travelex has a rich heritage in foreign currency, pioneering the travellers' cheques of the past and the digital payments of the future. With a presence in over 70 countries, and over 1,200 stores at both on-airport and off-airport locations around the world, Travelex has distilled its expertise and experience into a platform that reinvents physical and digital cross-border money movement globally to ensure its clients remain one step ahead of the competition. The platform provides financial institutions with a trusted, efficient and accurate international money transfer service, plus secure and reliable banknote delivery of both major and exotic currencies.

A market leading foreign exchange specialist, the business covers the entire value chain of the retail foreign exchange industry. Travelex Group is also active in the remittances and payments space enabling physical and digital cross-border money movement for consumers and financial institutions.

Travelex is part of Finabl, a global platform for Payments and Foreign Exchange solutions. With deep regulatory know-how, technology expertise and industry leading partnerships, Finabl companies provide a broad array of tailored and trusted financial solutions for consumers and businesses. With a global reach spanning 170+ countries, Finabl companies processed over 150 million transactions in 2018, managing nearly USD 115 billion for customers.