

# Updated Travelex Statement on Cyber Incident

**PRESS RELEASE**  
7 JANUARY 2020

**Travelex**

worldwide  
money

## UPDATED TRAVELEX STATEMENT ON CYBER INCIDENT

On Tuesday December 31st Travelex detected a software virus which had compromised some of its services. As previously announced, on discovering the virus, and as a precautionary measure, Travelex immediately took all its systems offline to prevent the spread of the virus further across the network.

Whilst the investigation is still ongoing, Travelex has confirmed that the software virus is ransomware known as Sodinokibi, also commonly referred to as REvil. Travelex has proactively taken steps to contain the spread of the ransomware, which has been successful. To date, the company can confirm that whilst there has been some data encryption, there is no evidence that structured personal customer data has been encrypted. Whilst Travelex does not yet have a complete picture of all the data that has been encrypted, there is still no evidence to date that any data has been exfiltrated.

Having completed the containment stage of its remediation process, detailed forensic analysis is fully underway and the company is now also working towards recovery of all systems. To date Travelex has been able to restore a number of internal systems, which are operating normally. The company is working to resume normal operations as quickly as possible and does not currently anticipate any material financial impact for the Finabl Group.

Tony D'Souza, Chief Executive of Travelex, said "Our focus is on communicating directly with our partners and customers to protect them and their information from any further compromise. We take very seriously our responsibility to protect the privacy and security of our partner and customers' data as well as provide an excellent service to our customers and we sincerely apologise for the inconvenience caused. Travelex continues to offer services to its customers on a manual basis and is continuing to provide alternative customer solutions in the interim. We are working tirelessly to bring our systems back online."

Travelex is in discussions with the National Crime Agency (NCA) and the Metropolitan Police who are conducting their own criminal investigations, as well as its regulators across the world.

-- END --

### ENQUIRIES

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NOTES TO THE EDITOR:

**INTERIM CUSTOMER SOLUTION**

<b>GEOGRAPHY</b>	<b>SOLUTIONS AVAILABLE FOR CARDS</b>
UK	<p>View balances, transactions, PIN reveal, and Purse to Purse transfers at <a href="http://uk.travelexmoneycard.com">uk.travelexmoneycard.com</a></p> <p>Reload by phone via Mastercard call centre, number is on the back of the card</p>
ASDA	<p>Please call the number on the back of your card for balances and transaction information</p>
TESCO	<p>Reloads can be made telephone/internet banking. For more information visit <a href="http://money.asda.com/travel-money/faqs/">money.asda.com/travel-money/faqs/</a></p>
SAINSBURY'S	<p>Please reach out to the UK SLT for further information</p>
FRANCE	<p>Please reach out to the UK SLT for further information</p>
AUSTRALIA	<p>View balances, transactions, PIN reveal and Purse to Purse transfers at <a href="http://fr.travelexmoneycard.com">fr.travelexmoneycard.com</a></p> <p>View balances, transactions, PIN reveal and Purse to Purse transfers at <a href="http://au.travelexmoneycard.com">au.travelexmoneycard.com</a></p> <p>Reload with BPay. Biller code: 184416, reference is 16 digit TMC card number</p> <p>BPay top ups are into default currency which is AUD, this default can be changed online at <a href="http://au.travelexmoneycard.com">au.travelexmoneycard.com</a></p>
NZ	<p>View balances, transactions, PIN reveal and Purse to Purse transfers at <a href="http://nz.travelexmoneycard.com">nz.travelexmoneycard.com</a></p>
USA	<p>View balances, transactions, PIN reveal and Purse to Purse transfers at <a href="http://us.travelexmoneycard.com">us.travelexmoneycard.com</a></p> <p>Reload by phone via Mastercard call centre, number is on the back of the card</p>
JAPAN	<p>Reloads can be made through ATMs in Japan</p> <p>Please call the number on the back of your card for balances, transactions and purse to purse transfers or log in at <a href="http://cashpassport.jp">cashpassport.jp</a></p>
THE NETHERLANDS	<p>Please call the number on the back of your card for balances and transaction information</p>