



Experian South Africa curtails data incident

19 August 2020, Johannesburg Experian South Africa is continuing to investigate an isolated incident in South Africa involving a fraudulent data inquiry. Our investigations indicate that an individual in South Africa, purporting to represent a legitimate client, fraudulently requested services from Experian. The services involved the release of information which is provided in the ordinary course of business or which is publicly available.

We can confirm that no consumer credit or consumer financial information was obtained. Our investigations do not indicate that any misappropriated data has been used for fraudulent purposes. Our investigations also show that the suspect had intended to use the data to create marketing leads to offer insurance and credit-related services.

We have identified the suspect and confirm that Experian South Africa was successful in obtaining and executing an Anton Piller order which resulted in the individual's hardware being impounded and the misappropriated data being secured and deleted. We are continuing the legal process in this regard, including coordination with law enforcement and relevant authorities.

Furthermore, upon discovering the incident, Experian South Africa notified the National Credit Regulator and the Information Regulator of the incident. We have also been engaged with BASA, SABRIC and the prudential authority at the SARB.

Experian South Africa bureau's infrastructure, systems and database have not been compromised.

From Experian Africa CEO Ferdie Pieterse: "I would like to apologise for the inconvenience caused to any affected parties. Our first priority is to help and support consumers and businesses in South Africa."

As a precaution we advise anyone who may have concerns to regularly check their credit report. You can do this by visiting www.mycreditcheck.co.za where you can access your personal credit report for free, for life.



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