

From: [Julia Wootton](#)
To: [Cristian Cornejo](#)
Cc: [John Crawford-Smith](#)
Subject: FW: Data breach wording
Date: Tuesday, 21 March 2023 4:18:34 pm
Attachments: [LFS ASX cyber update 200323.pdf](#)

Hi Cristian,

I am working with Latitude to line up the responses to the NewsHub query – just FYI attached is the ASX press release from yesterday they have supplied.

As soon as I hear back I'll send back the updated response

Thanks

Julia

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20 March 2023

ASX ANNOUNCEMENT

Cybercrime update

Latitude Financial (ASX: LFS) announced on 16 March 2023 that it had detected unusual activity on its systems which it can now confirm as a sophisticated, well-organised and malicious cyber-attack which remains active.

We recognise the distress to our customers caused by the theft of their personal information and we are committed to transparently updating our customers, partners, employees and the broader community.

Latitude immediately engaged leading external cyber security experts, the Australian Cyber Security Centre, the Australian Federal Police and other relevant Government agencies.

The attack on Latitude is now the subject of an investigation by the Australian Federal Police.

Our people are working around the clock to contain the attackers. We have taken the prudent action of isolating some of our technology platforms which means that we are currently not onboarding new customers.

Because the attack remains active, we have taken our platforms offline and are unable to service our customers and merchant partners. We cannot restore this capability immediately, however we are working to do so gradually over the coming days and ask our customers for their continued patience. Our restoration of these services is aligned to our forensic review.

In conjunction with our cyber-security experts, we are continuing our forensic review of our IT platforms to identify the full extent of the theft of customer information as a result of the attack on Latitude.

So far, Latitude can confirm that:

- As previously disclosed, approximately 330,000 customers and applicants have had their personal information stolen
- Approximately 96% of the personal information stolen was copies of drivers' licences or driver licence numbers
- Less than 4% was copies of passports or passport numbers
- Less than 1% was Medicare numbers

As our review deepens to include non-customer originating platforms and historical customer information, we are likely to uncover more stolen information affecting both current and past Latitude customers and applicants. We will provide a further update when we have more information to share.

Latitude encourages our customers to remain vigilant. We will never contact customers requesting their passwords.

From today, Latitude will commence contacting customers and applicants who have so far been impacted by this criminal act, having already written to all our customers on Thursday 16 March 2023 to alert them to the cyber-attack.

Latitude will confirm to each impacted customer and applicant what personal information has been stolen, what we are doing to support them and what additional steps customers should consider taking to further protect their information. This includes Latitude working with relevant agencies to replace identification documents, where necessary, at no cost to our customers.

We have engaged IDCARE to help support those impacted. IDCARE is a not-for profit organisation and Australia and New Zealand's national incident response service specialising in providing free, confidential cyber incident information and assistance. Impacted customers and applicants will be able to contact IDCARE during business hours on 1800 595 160.

As of today, Latitude has established dedicated contact centres for impacted customers in Australia and New Zealand to answer queries, as well as a dedicated [help page](#) on our website to keep customers and partners fully

informed of developments.

Once the cyber-attack is contained, Latitude commits to a review of this incident. This review will help Latitude to most effectively safeguard our customers, partners and platforms, while contributing to the continued fight against cyber-crime on Australian businesses.

Latitude is still assessing the anticipated total cost to it of this incident, including the cost to Latitude of the support we intend to provide our customers as described in this announcement.

Latitude maintains insurance policies to cover risks, including cyber security risks, and we have notified our insurers in respect of the incident.

Latitude Financial Services CEO Ahmed Fahour said:

“I sincerely apologise to our customers and partners for the distress and inconvenience this criminal act has caused. I understand fully the wider concern that this cyber-attack has created within the community.

“Our focus is on protecting the ongoing security of our customers, partners and employees’ personal and identity information, while also doing everything we can to support customers and applicants who have had information stolen.

“While we continue to deliver transactional services, some functionality has been affected resulting in disruption. We are working extremely hard to restore full services to our customers and merchant partners and thank them for their patience and support. We understand their frustration. Customers should refer to Latitude’s website for regular updates.”

Authorised for release to the ASX by the Company Secretary, Vicki Letcher.

For further information:

Media

Mark Gardy

+61 412 376 817

Investor Relations

Matthew Wilson

+61 401 454 621

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Latitude strongly advises all Australian and New Zealand citizens to regularly change passwords of important financial accounts.

There are immediate precautions that you can take to protect your identity and personal information:

1. You can contact one of Australia's three credit reporting bodies to obtain your credit report so you can confirm if your identity has been used to obtain credit without your knowledge.

You can also request the credit reporting bodies to place a credit ban on your credit file via their website or by contacting them directly. If you intend to apply for a credit ban, please be aware that you will not be able to apply for credit while the ban is in place.

Credit Reporting Body	Contact Information	Website
Illion	AU – 1300 734 806 NZ – 0800 733 707	illion.com.au illion.co.nz
Equifax	AU – 138 332 NZ – 0800 692 733	equifax.com.au equifax.co.nz
Experian	AU – 1300 783 684	experian.com.au
Centrix	NZ – 0800 236 874	centrix.co.nz

2. You can refer to Australian Government information on how you can protect yourself at cyber.gov.au or to Office of the Privacy Commissioner for information on how you can protect yourself at privacy.org.nz
3. You should be alert for any phishing scams that may be sent via SMS, phone, email or post.
4. You should always verify the sender of the communications you receive to ensure they are legitimate.
5. You should never click on links contained in SMS or email messages unless you know they are legitimate.
6. You should be careful when opening or responding to texts from unknown or suspicious numbers.
7. You should be careful when answering calls from private numbers or callers originating from unusual geographic locations.
8. You should regularly update your passwords and ensure you are using strong passwords. Also use multi-factor authentication where possible.

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From: [Cristian Cornejo](#)
To: [Julia Wootton](#); [Maria Robertson](#)
Cc: [John Crawford-Smith](#); [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: RE: Newshub
Date: Tuesday, 21 March 2023 4:20:14 pm
Attachments: [image001.png](#)
[image002.png](#)

Got it, Julia. Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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From: Julia Wootton <xxxxx.xxxxxxx@xxx.xxxx.xx>
Sent: Tuesday, 21 March 2023 4:20 pm
To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>; Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>
Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxx@xxx.xxxx.xx>; Media Internal Affairs <xxxxx@xxx.xxxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxxx.xx>
Subject: RE: Newshub

I am working with Latitude now to align our messaging to the last question – I'll confirm asap

From: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxxx.xx](#)>
Sent: Tuesday, 21 March 2023 4:19 pm
To: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxxx.xx](#)>; Julia Wootton <[xxxxx.xxxxxxx@xxx.xxxx.xx](#)>
Cc: John Crawford-Smith <[xxxx.xxxxxxxxxxxxx@xxx.xxxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxxx.xx](#)>; Sean O'Neill <Sean.O'xxxxx@xxx.xxxx.xx>
Subject: FW: Newshub
Importance: High

Kia ora Julia and Maria,

Please see below a draft response to [REDACTED] media enquiry about the Latitude Financial Services data breach for your comments and approval.

This is the second enquiry that I told you about on my previous email.

I'd appreciate if you could get back to us asap on this, as this enquiry has a deadline of 4:30pm today.

A big thank you to [@John Crawford-Smith](#) who put together all the info for the response.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?

We have assessed the risk and determined that people do not need to apply for a new passport.

Our Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology. This means people cannot get a passport in someone else's identity, even if they have their passport details.

It is also not possible to use passport details to travel in someone else's identity. For someone to travel using another person's passport information, they would need the actual passport, not just the passport details.

People wanting to find more information about what to do if their passport was affected by the Latitude Financial Services data breach can visit passports.govt.nz/latitude-financial-services-data-breach/

2. Is it still possible that impacted customers will need to replace their passports eventually?

If the passport has been renewed since they provided it to Latitude, there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

We are working closely with Latitude to identify impacted passport holders.

Ngā mihi,

-ENDS-

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

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From: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 2:37 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: RE: Newshub

Kia ora Cristina,

Refer to <https://www.passports.govt.nz/latitude-financial-services-data-breach/>

1. *Why is it considered safe to continue using a passport if the details of this have been stolen?*

If the passport has been renewed since they provided it somewhere there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

The Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology.

Someone would need the actual passport, not just the passport details.

If someone's passport has been lost or stolen, the person must let the Department's Passport Office know as soon as possible so we can cancel the passport and protect the person from any misuse.

2. *Is it still possible that impacted customers will need to replace their passports eventually?*

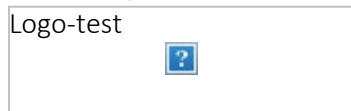
Refer above

3. *How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?*

It is currently 1342

Regards

John Crawford-Smith | Principal Advisor
Te Pāhekoheko | Operations
Kāwai ki te Iwi | Service Delivery and Operations
Te Tari Taiwhenua | Department of Internal Affairs
M: [REDACTED]
www.dia.govt.nz



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxxx.xx>
Sent: Tuesday, 21 March 2023 2:21 pm
To: John Crawford-Smith <xxxxxxxxxxxxxxxxxxxx@xxx.xxxx.xx>
Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Subject: FW: Newshub

Hi John,

We got some additional questions about the Latitude date breach from another journalist at Newshub.

The good news is these seem to be a lot more straightforward than the previous ones. Can you please consider these ones as well while you work to answer the ones we sent to you earlier?

The deadline for these ones is 4:30pm today. If you think we won't be able to meet the deadline, let me know with time and we'll message the journalist asking for more time.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?
2. Is it still possible that impacted customers will need to replace their passports eventually?
3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor
Te Manu Karere | Communications
Te Tari Taiwhenua | Department of Internal Affairs
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From: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Sent: Tuesday, 21 March 2023 2:06 pm
To: Cristian Cornejo <xxxxxxxxxxxx@xxx.xxx.xx>
Subject: FW: Newshub

From: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>
Sent: Tuesday, 21 March 2023 1:44 pm
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: Newshub

Hi guys,

I have a query in relation to the cyber attack on Latitude Financial.

Below is a statement given to a NZ customer of Latitude finance company Gem citing some information from DIA.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?
2. Is it still possible that impacted customers will need to replace their passports eventually?
3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber attack according to what Latitude has told the DIA ?

Please come back to me by 430.

Cheers

On 16 March 2023, Latitude Financial Services (**Latitude**)¹ advised all customers and the market that it was responding to a malicious cyber-attack that resulted in the theft of personal information.

Regrettably, we are writing to you today to confirm that some of your personal information has been stolen.

We sincerely apologise that this happened. Protecting your

personal information is of the utmost importance to Latitude and we are taking all necessary steps to secure our platforms.

This letter explains what happened, how we have responded and outlines further precautionary steps you can take to lower the risk of your information being potentially misused.

What happened?

Latitude is experiencing a malicious cyber-attack that has resulted in a data theft.

While Latitude took immediate action, we understand that the attacker, via a vendor, was able to steal Latitude employee login credentials before the incident was contained. The attacker appears to have used the employee login credentials to steal personal information.

We have alerted and are working with relevant authorities and law enforcement agencies, including the Australian Cyber Security Centre, as well as external cyber security experts.

Latitude also notified the Office of the Privacy Commissioner (OPC) about this incident on 16 March 2023. You have the right to make a complaint to the **OPC**. They are contactable at their website here [privacy.org.nz](https://www.privacy.org.nz).

What kind of information has been impacted?

We have so far identified that the incident has resulted in the following kinds of your personal information being compromised. We collected this information from you at the time you applied for credit or sought a quote from Latitude so we could verify your identity.

- The passport information you supplied which, where applicable, included your photograph, full name, date of birth, passport number and dates of issue and expiry.
- The personal information you supplied during your application or quote request which, where applicable, included your full name, address, and date of birth, and your phone number.
- A photograph of your face provided as part of Latitude's identity verification process.

Steps we are taking to help you

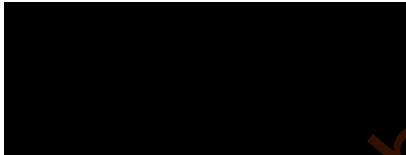
Replacement of identity documents

We are currently working with government agencies on the process to replace your stolen identity document (where necessary) at no cost to you. In respect of any necessary replacement of New Zealand driver licences, we are not yet ready for you to contact the Waka Kotahi NZ Transport Agency. We are working as quickly as possible. We will write to you to provide tailored information depending on the information stolen and the requirements of the Waka Kotahi NZ Transport Agency.

Important: We are also working with government to determine which identity documents need to be replaced.

- You may not need to replace your driver licence if only some details are impacted, rather than a full copy or image of your driver licence.
- You may also not need to replace your identity document if you have renewed or replaced it since the time that you provided it to us.
- For New Zealand passport holders involved in this incident, the Department of Internal Affairs (DIA) has confirmed that impacted passports are still safe to use. Further information is available at passports.govt.nz

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wbd.com



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From: [Cristian Cornejo](#)
To: [Julia Wootton](#)
Subject: RE: Latitude/DIA media management
Date: Tuesday, 21 March 2023 4:25:55 pm
Attachments: [image001.png](#)

Will do.

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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From: Julia Wootton <xxxxx.xxxxxx@xxx.xxx.xx>
Sent: Tuesday, 21 March 2023 4:22 pm
To: Cristian Cornejo <xxxxxxx.xxxxxx@xxx.xxx.xx>
Subject: FW: Latitude/DIA media management

FYI – here is the contact at Latitude. I need to attend a meeting, could you please make contact about the wording for that last question from NewsHub?

From: Cutt, Brendon (Latitude Financial) <xxxxxxx.xxx@xxxxxxxxxxxxxxxxxxx.>
Sent: Tuesday, 21 March 2023 4:18 pm
To: Julia Wootton <xxxxx.xxxxxx@xxx.xxx.xx.>; Walls, Frederika (Latitude Financial) <xxxxxxxxx.xxxxx@xxxxxxxxxxxxxxxxxxx.>
Subject: Latitude/DIA media management

Hi Freddie

As just mentioned, Julia has received a couple of media queries. Can you please call her to discuss asap.

Julia Wootton
General Manager Service and Access

[XXXX](#)
[REDACTED]

Thanks, Brendon

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From: [Maria Robertson](#)
To: [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [John Crawford-Smith](#); [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: Re: TV3 AM show media request
Date: Tuesday, 21 March 2023 5:04:11 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Thanks. Good to go!

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxxx.xx>
Sent: Tuesday, March 21, 2023 4:44:26 PM
To: Julia Wootton <xxxxx.xxxxxx@xxx.xxxx.xx>; Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>
Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>; Media Internal Affairs <xxxxx@xxx.xxxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxxx.xx>
Subject: RE: TV3 AM show media request

Kia ora Julia and Maria,

Please see below a new draft of our response to Newshub's first media enquiry about the Latitude Financial Services data breach, for your comments and approval.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Who should we be giving our passports to?

The primary purpose of the New Zealand Passport is to facilitate travel . We understand that people do use it as a form of identification, but urge passport holders to exercise caution when providing their passport for this purpose. For example, it is always good to enquire about how any copies of any of their identity documents are stored, shared and used when supplying this information to third parties. Our advice is for people to keep their passport secure while they are using it, store it

safely away from view when they are not, and never hand it over as a guarantee. Additional tips for keeping your passport safe are available from passports.govt.nz/travel-information/ and safetravel.govt.nz/passports-and-visas.

2. What is your advice to companies who request our passport information?

The collection, storage and use of passport information should comply with the provisions of the Privacy Act and companies should take particular care not to over collect personal information.

The Privacy Act 2020 governs how organisations and businesses can collect, store, use and share personal information.

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

More information on these principles is available from privacy.org.nz/privacy-act-2020/privacy-principles/.

If you need more information or advice for companies handling personal information, please contact the Privacy Commissioner.

We also suggest that businesses investigate other ways of confirming identity such as a RealMe verified identity.

RealMe makes it easier for people to access and use online services offered by both government and the private sector. The service has been created to build trust and confidence by adhering to New Zealand Government security, identity and privacy legislation.

Please visit realme.govt.nz/ for more information.

3. Are employees legally obligated to give up this information?

Please refer to our response to question number two. People are not legally obligated to provide passport information, and the collection, storage and use of passport information should comply with the provisions of the Privacy Act.

4. If passport information has been stolen through hacking, should you get a new one?

In relation to the Latitude Financial Services data breach, the Department has assessed the risk and determined that people do not need to apply for a new passport.

A passport cannot be renewed with just the information from the passport book alone, and DIA has robust processes in place to determine that only those who should be entitled to a new passport are able to get one.

For more information about what to do if your passport was affected by the Latitude Financial Services data breach, please visit passports.govt.nz/latitude-financial-services-data-breach/

5. Why are companies/organisations allowed to request passport information?

Please see response to question number two. The collection, storage and use of passport information should comply with the provisions of the Privacy Act.

6. Why or why isn't that ethical?

We do not believe it's the Department's place to answer this question.

7. Additional comments

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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From: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 3:36 pm

To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

Kia ora Cristian,

Looks fine to me

Regards

John Crawford-Smith | Principal Advisor

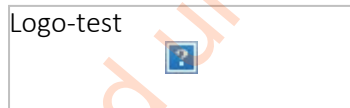
Te Pāhekoheko | Operations

Kāwai ki te Iwi | Service Delivery and Operations

Te Tari Taiwhenua | Department of Internal Affairs

M: [REDACTED]

[www.dia.govt.nz](#)



From: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 3:34 pm

To: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

Hi John,

I've drafted the response below based on the information you put together for us.

In this case we think less is probably more, so I've worked to provide answers that make sense

without going into too much detail that might confuse audiences or prompt additional questions from the journalist.

Please let me know if you are happy with it and I'll send it to Julia and Maria for approval.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Who should we be giving our passports to?

Our advice is for people to keep their passport secure while they are using it, store it safely away from view when they are not, and never hand it over as a guarantee.

Additional tips for keeping your passport safe are available from passports.govt.nz/travel-information/ and safetravel.govt.nz/passports-and-visas.

2. What is your advice to companies who request our passport information?

The Privacy Act 2020 governs how organisations and businesses can collect, store, use and share personal information.

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

More information on these principles is available from privacy.org.nz/privacy-act-2020/privacy-principles/.

If you need more information or advice for companies handling personal information, please contact the Privacy Commissioner.

We also suggest that businesses investigate other ways of confirming identity such as a RealMe verified identity.

RealMe makes it easier for people to access and use online services offered by both government and the private sector. The service has been created to build trust and confidence by adhering to New Zealand Government security, identity and privacy legislation.

Please visit realme.govt.nz/ for more information.

3. Are employees legally obligated to give up this information?

Please see response to question number two.

4. If passport information has been stolen through hacking, should you get a new one?

No, people don't need to get a new passport.

If a person's passport has been renewed since they provided it to the company or institution that has been compromised in the cyberattack, there is no need to do anything.

If they have not renewed their passport, there is also no need to replace the passport if it is still valid.

If they choose to replace their passport, the previous one will be cancelled once the Department receives the application.

Please note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

For more information about what to do if your passport was affected by the Latitude Financial Services data breach, please visit passports.govt.nz/latitude-financial-services-data-breach/

5. **Why are companies/organisations allowed to request passport information?**

Please see response to question number two.

6. **Why or why isn't that ethical?**

We do not believe it's the Department's place to answer this question.

7. **Additional comments**

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

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From: John Crawford-Smith <[xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx](#)>

Sent: Tuesday, 21 March 2023 2:23 pm

To: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Subject: RE: TV3 AM show media request

How is this?

Regards

John

From: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Sent: Tuesday, 21 March 2023 2:14 pm

To: Maria Robertson <[xxxxx.xxxxxxxxx@xxx.xxxx.xx](#)>; Nicki Le Grice <[xxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Cc: Media Internal Affairs <[xxxxx@xxx.xxxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxxx.xx](#)>; Sean O'Neill <[Sean.O'xxxxx@xxx.xxxx.xx](#)>; Rachel Prosser <[xxxxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Subject: RE: TV3 AM show media request

Thank you!

I will work with journalist and Nicki to find a time for you to do this.

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>

Sent: Tuesday, 21 March 2023 2:06 pm

To: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Cc: Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Sean O'Neill <[Sean.O'xxxxx@xxx.xxx.xx](#)>; Rachel Prosser <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Subject: RE: TV3 AM show media request

Hi

Yes, sure thing.

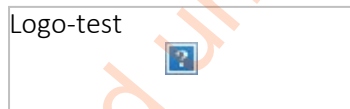
M

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | [www.dia.govt.nz](#)



From: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Tuesday, 21 March 2023 1:54 PM

To: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>

Cc: Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Sean O'Neill <[Sean.O'xxxxx@xxx.xxx.xx](#)>; Rachel Prosser <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Subject: FW: TV3 AM show media request

Importance: High

Kia ora Maria,

Please see below an enquiry we've got in the context of the Latitude Financial Services data breach.

John is working on a response, but in the meantime we're reaching to you because the journalist has also asked if someone would be available for an interview on passport safety for the AM Show tomorrow.

I believe the team has already been in touch with you about this, and I'm looking to confirm with you if you are willing and available to do this interview tomorrow morning.

If you are keen to do the interview, could you please let me know about your availability to drop by their studio tomorrow morning and I'll work with the journalist to coordinate.

If you'd rather have someone else do the interview, or decline the interview and just send the written response John is working on, let me know and we can work on that too.

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

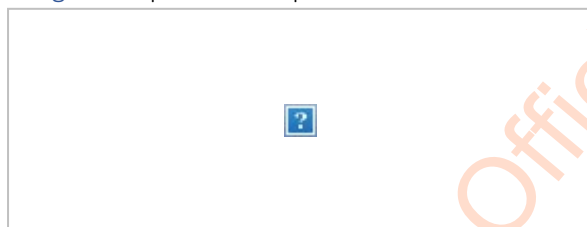
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Rachel Prosser <xxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 1:02 pm

To: Cristian Cornejo <xxxxxx.xxxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: Re: TV3 AM show media request

Hi all, am on leave but want to note that care is needed with a really tricky set of questions, which actually go beyond passports to the department's role in maintaining the identity management standards (saying what combination of documents should be required to verify identity identity). our role in AML CFT regulator which requires verifications, the future of Digital identity and our role promoting the IVS / Real Me Verified and the Confirmation service - organisations who use RealMe verified don't need the passport.

Q

Questions 3 and 5 look to privacy principles of necessity.

It also looks to the complex issue of data retention and whether passport data needs to be retained.

It's not that we cover all of those ; in the timeframe aligning the department would be tricky: it's more being careful that whatever we do advise isn't going across other parts of the department advise.

This is a good opportunity to promote Real Me verifies though.

It almost feels like Paul not Maria - I'd check that with her asap.

Get [Outlook for iOS](#)

From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, March 21, 2023 12:35 PM

To: John Crawford-Smith <xxxxxxxxxxxxxxxxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxx.xxxxxx@xxx.xxx.xx>

Subject: FW: TV3 AM show media request

Kia ora John,

I'm reaching out to you in Rachel's absence. She usually coordinates the responses to media enquiries and we work with her to get the responses out to journalists.

Please see below an enquiry we've got in the context of the Latitude Financial Services data breach. They are asking for advice on several aspects of passport information sharing.

I know there is some general advice about this on the passports website and that a page has been specifically set up for the Latitude data breach, but is there any more specific lines or advice that we could use to respond to this enquiry?

Please note the journalist has also asked if someone would be available for an interview on passport safety for the AM Show tomorrow. We can raise that request with Maria once we've put together our response to the enquiry.

Because they want this to be ready for the AM Show tomorrow, we should work towards providing the response **before COB today**.

Please let me know if you are able to help or point me towards someone who can.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: [REDACTED] <[REDACTED]@discovery.com>
Sent: Tuesday, 21 March 2023 11:34 am
To: Media Internal Affairs <media@dia.govt.nz>
Cc: [REDACTED] <[REDACTED]@discovery.com>
Subject: TV3 AM show media request

You don't often get email from [REDACTED] <[REDACTED]@discovery.com>. [Learn why this is important](#)

Kia ora,

I'm reaching out on behalf of TV3 AM's show.

In light of a recent hacking that saw thousands of kiwis' personal information jeopardised, we would like to get an official statement and possibly someone on air tomorrow morning to talk about passport safety.

If we could get answers for the following, that would be amazing.

1. Who should we be giving our passports to?
2. What is your advice to companies who request our passport information?
3. Are employees legally obligated to give up this information?
4. If passport information has been stolen through hacking, should you get a new one?
5. Why are companies/organisations allowed to request passport information? 6. Why or why isn't that ethical?
7. Additional comments

Further context can be found in this article:

<https://www.newshub.co.nz/home/technology/2023/03/latitude-group-parent-company-of-genoapay-and-gem-hit-by-cyber-attack.html>

--



WBD.COM

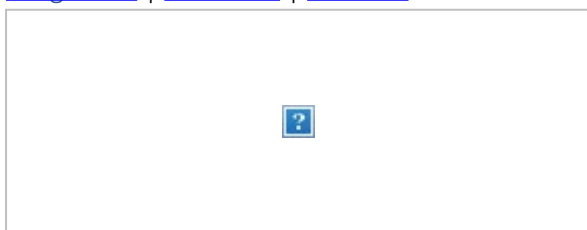


Released under the Official Information Act 1982

From: [Cristian Cornejo](#)
To: [Media Internal Affairs](#)
Subject: FW: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22
Date: Tuesday, 21 March 2023 5:05:10 pm
Attachments: [image001.png](#)
[image002.png](#)

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor
Te Manu Karere | Communications
Te Tari Taiwhenua | Department of Internal Affairs
45 Pipitea Street | PO Box 805, Wellington 6140
Mobile: [REDACTED]
[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>
Sent: Tuesday, 21 March 2023 5:05 pm
To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxx.xx>; Nicki Le Grice <Nicki.xxxxxxx@xxx.xxx.xx>
Subject: Re: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

Thanks! I' ll be there.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]
[45 Pipitea Street](#) | [PO Box 805, Wellington 6140, New Zealand](#) | [www.dia.govt.nz](#)

Logo-test



From: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>
Sent: Tuesday, March 21, 2023 4:21:52 PM
To: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>; Nicki Le Grice
<[xxxxx.xxxxxxx@xxx.xxx.xx](#)>
Subject: FW: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

Kia ora Maria and Nicki,

Please see below the details regarding tomorrow's AM Show interview.

Let me know if you have questions or need anything else.

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <media@dia.govt.nz>

Sent: Tuesday, 21 March 2023 4:14 pm

To: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Subject: FW: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

See the following details regarding tomorrow's appearance on AM.

Ngā mihi nui,

Mary

Mary Burgess ([she/her](#))

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>

Sent: Tuesday, 21 March 2023 4:12 pm

To: Media Internal Affairs <media@dia.govt.nz>; [REDACTED]

[REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>

Subject: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

You don't often get email from [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>. [Learn why this is important](#)

Hi there

Thank you for your time, we're looking forward to having you on AM!

Please see confirmed details of your interview below, do let us know if any details need to be updated.

Please note:

-
-
- If you are feeling unwell or displaying flu-like symptoms on the day of your interview, please let us know as soon as possible.
-
-
-
- Please call/txt [REDACTED]
- [REDACTED] when you arrive
- at the studio, or if you need to contact us urgently on the morning of your interview.
-

AM Interview Confirmation	
Segment Details	
Date	Wednesday, 22 March 2023
Studio Arrival Time	0650 AM
On Air Time	0720 AM
Topic	Latitude hack
Talent Details	
Name	Maria Robertson
Designation	Department of Internal Affairs Deputy Chief Executive
Contact Details	cell number @.._____
Social Media <i>Please provide one only (FB, Tw, IG, Tik Tok)</i>	Platform @Handle
Important Information	
Location	Newshub Wellington Newsroom, 15 Walter Street, Te Aro, Wellington
Transport	Visitor parking is available on site. Please do not use other reserved car parks. Additional on-street parking is available if visitor parking is full. Taxi transfers can be arranged on request.
Appearance	There is no formal dress-code for the show, however as a national news show, we do ask you to dress tidily. Please do not wear stripes or busy patterns. You will be fitted with a lapel-microphone, so please do not wear bracelets or heavy jewellery that may make noise or bump against the microphone when you move.

Hair & Makeup	Please arrive camera ready. Please no wet-hair.
Language	Please remember, as we are on-air early in the morning, children may be watching, so take care with your language.
Copies of recordings	Unfortunately due to the high volume of content we produce, we can't guarantee your interview will be posted on our digital assets. We are also unable to provide a clipping of your interview. If you'd like to review your appearance, we suggest recording it on your own device.

Please let us know if you have any questions!



wbd.com

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From: [John Crawford-Smith](#)
To: [Cristian Cornejo](#)
Subject: RE: Latitude breach media responses
Date: Tuesday, 21 March 2023 5:50:22 pm
Attachments: [image001.png](#)

Cristian,
Thanks although not sure how much I contributed – I will get better.

Have a good evening.

Regards

John

From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>
Sent: Tuesday, 21 March 2023 5:45 pm
To: John Crawford-Smith <xxxxxxxxxxxxxxxx@xxx.xxx.xx>
Subject: Latitude breach media responses

Kia ora John,

Thanks again for your help today.
I've attached the final responses approved by Maria FYI.

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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From: [Cristian Cornejo](#)
To: [Julia Wootton](#)
Cc: [Maria Robertson](#)
Subject: Fwd: TVNZ request
Date: Wednesday, 22 March 2023 4:51:47 pm
Attachments: [Outlook-5folv3yg.png](#)
[Outlook-0ahuiw2r.png](#)

Kia ora Julia.

Please see below a request that just came in from TVNZ asking for an update on the number of passports affected by the Latitude Financial breach.

Their Australian correspondent is doing a story on the breach for tonight and would like to have the latest info on affected passports.

Is there any update numbers we can provide or is the answers still the same as yesterday evening?

Ngā mihi,

Cristián

From: Media Internal Affairs <[@xxx](#)>
Sent: Wednesday, March 22, 2023 4:39 PM
To: Cristian Cornejo <[@xxx](#)>
Subject: FW: TVNZ request

Hi Cristian,

Do we have any update on the figure of passports from yesterday that we could provide? I will go back to him re: licences not being our responsibility and maybe Latitude being the best source of figures given it is their breach. I'll also try and get a deadline.

Cheers, Mary

From: [REDACTED] <[@tvnz.co.nz](#)>
Sent: Wednesday, 22 March 2023 4:32 pm
To: Media Internal Affairs <[@xxx](#)>
Subject: TVNZ request

Hi there,

Could I have some confirmation over the numbers of kiwis affected by the Latitude Financial hack. Numbers of passports and licenses etc

Cheers!

[REDACTED]



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From: [John Crawford-Smith](#)
To: [Maria Robertson](#); [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: RE: Newshub interview and article
Date: Thursday, 23 March 2023 8:37:51 am
Attachments: [image002.png](#)
[image003.png](#)

Really well done on this and great interview Maria.

Regards

John Crawford-Smith | Principal Advisor
Te Pāhekoheko | Operations
Kāwai ki te Iwi | Service Delivery and Operations
Te Tari Taiwhenua | Department of Internal Affairs

M: [REDACTED]

www.dia.govt.nz

Logo-test



From: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Wednesday, 22 March 2023 9:31 am
To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>; Julia Wootton <xxxxx.xxxxxxx@xxx.xxxx.xx>
Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxxx.xx>
Subject: Re: Newshub interview and article

Thanks Cristian - we did well to pull this together promptly. Good messages out the door. Thanks for that.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>
Sent: Wednesday, March 22, 2023 9:23:00 AM
To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>; Julia Wootton <xxxxx.xxxxxxx@xxx.xxxx.xx>
Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>; John Crawford-Smith <John.Crawford-

xxxxx@xxx.xxx.xx >; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>

Subject: Newshub interview and article

Mōrena koutou,

Please see below FYI the links to [REDACTED] article and Maria's interview from this morning about the Latitude Financial breach.

Thanks again to everyone for your help getting this out the door yesterday evening.

[REDACTED] article: [Department of Internal Affairs says more than 1300 Kiwis' passport details stolen in massive hack on Latitude Financial](#)

Maria's interview: [Department of Internal Affairs' advice to New Zealanders as thousands of passport details, driver's licenses stolen in Latitude security breach](#)

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



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From: [Cristian Cornejo](#)
To: [Jeremy Williams](#)
Subject: RE: Newshub - Update on Latitude hack
Date: Tuesday, 28 March 2023 11:44:10 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Thank you!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

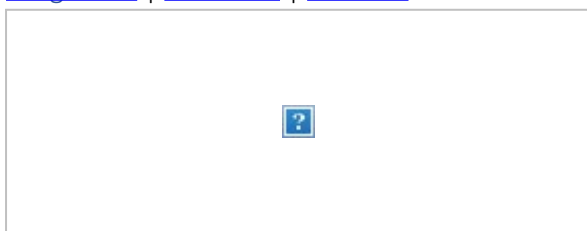
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Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Jeremy Williams <xxxxxx.xxxxxxx@xxx.xxx.xx>
Sent: Tuesday, 28 March 2023 11:15 am
To: Cristian Cornejo <xxxxxx.xxxxxxx@xxx.xxx.xx>; Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx>
Cc: Maria Robertson <xxxxx.xxxxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: RE: Newshub - Update on Latitude hack

The moment Latitude give us those numbers we will pass them on.

- Jeremy

From: Cristian Cornejo <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>
Sent: Tuesday, 28 March 2023 10:58 AM
To: Jeremy Williams <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>; Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>
Cc: Maria Robertson <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>
Subject: RE: Newshub - Update on Latitude hack

Kia ora team,

We didn't hear back from you about updated numbers for affected passports, so we went back to the journalists with the agreed line about the data still being analysed.

However, we're still keen on providing an update when we know what the latest numbers are, so please let us know when you hear back from Latitude about this.

Thank you!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Jeremy Williams <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Monday, 27 March 2023 2:01 pm

To: Cristian Cornejo <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>; Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>

Cc: Maria Robertson <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: RE: Newshub - Update on Latitude hack

Hi Cristian,

I've gone back to them to indicate we would like these numbers asap but obviously this remains out of our control. I will let you know if we get any further updates asap.

In the instance I cant get anything additional, your final paragraph is spot on – i.e. we're still waiting on Latitude.

I've attached the latest update we've got.

- Jeremy

From: Cristian Cornejo <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Monday, 27 March 2023 1:57 PM

To: Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; Jeremy Williams <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Cc: Maria Robertson <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: RE: Newshub - Update on Latitude hack

Thanks for the quick reply, Julia.

Do you think we could push for a number before the end of the day? It would reflect better on the Department if we were known to have the latest information, reinforcing the idea that we

are on top of this.

If a getting a number before the end of the day is not possible, we can say we're still working closely with Latitude, but can't provide an update number because the data is still being analysed.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Monday, 27 March 2023 1:26 pm

To: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>; Jeremy Williams

<[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Cc: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: RE: Newshub - Update on Latitude hack

I've been in touch with Latitude this morning asking for an update on numbers. They don't have anything further at this stage as they are still analysing the dataset.

From: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Monday, 27 March 2023 1:25 pm

To: Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; Jeremy Williams

<[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Cc: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: FW: Newshub - Update on Latitude hack

Importance: High

Kia ora Jeremy,

I'm reaching out to you in Julia's absence.

Following and update from Latitude Finance on how many passports, driver's licenses etc were compromised in their security breach, we've had a couple of media outlets reaching out to ask if we can provide an updated number on the amount of NZ passports affected.

Do we have an updated number we can provide **by 4:30pm today?**

FYI, we provided a number early last week, the number of affected NZ Passports was 1342 back then. - <https://www.newshub.co.nz/home/technology/2023/03/department-of-internal-affairs-says-more-than-1300-kiwis-passport-details-stolen-in-massive-hack-on-latitude-financial.html>

Thank you!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

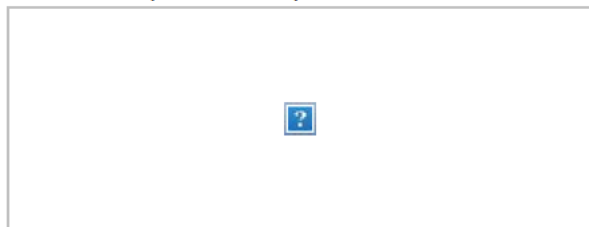
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <media@dia.govt.nz>

Sent: Monday, 27 March 2023 1:12 pm

To: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Subject: FW: Newshub - Update on Latitude hack

Similar to the TVNZ one

Cheers, Mary

From: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>

Sent: Monday, 27 March 2023 1:07 pm

To: Media Internal Affairs <media@dia.govt.nz>

Subject: Newshub - Update on Latitude hack

You don't often get email from [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>. [Learn why this is important](#)

Kia ora,

Latitude Finance has provided an update on how many passports, driver's licenses etc were stolen in their security breach.

I was wondering if the DIA knows how many New Zealand customers have been affected in regard to these new figures.

Kind regards,

[REDACTED]

--

[Redacted]

newshub.co.nz
wbd.com



From: [Redacted] <[\[Redacted\]@tvnz.co.nz](mailto:[Redacted]@tvnz.co.nz)>
Sent: Monday, 27 March 2023 1:08 pm
To: Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Subject: TVNZ query

Hi there,

I see Latitude has just put out an update confirming their hack is worse than initially thought - and say that 53,000 passports were taken.

Can someone from DIA confirm the number of NZ ones impacted if it's changed from last week?

Cheers,



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From: [Cristian Cornejo](#)
To: [Jeremy Williams](#)
Subject: RE: TVNZ query
Date: Wednesday, 29 March 2023 3:39:02 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Awesome, thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Jeremy Williams <xxxxxx.xxxxxxx@xxx.xxx.xx>
Sent: Wednesday, 29 March 2023 3:37 pm
To: Cristian Cornejo <xxxxxx.xxxxxxx@xxx.xxx.xx>; Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx>
Cc: Maria Robertson <xxxxx.xxxxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: RE: TVNZ query

I will follow up with latitude directly now

- Jeremy

From: Cristian Cornejo <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>
Sent: Wednesday, 29 March 2023 3:36 PM
To: Jeremy Williams <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>; Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>
Cc: Maria Robertson <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>
Subject: FW: TVNZ query
Importance: High

Kia ora tīma,

As you might have seen in the news, the Latitude breach story is becoming bigger by the minute. We are getting media enquiries about the number of passports affected on a daily basis.

We have been using the agreed line – that we are still working closely with Latitude, but can't provide an updated number because the data is still being analysed – but it would really help if we can provide an update on the number as soon as possible and work with Latitude to get regular updates in the coming weeks.

I know we've come to you with this same request earlier this week and that a lot of it is out of our control, but considering this is one of the biggest news stories right now, we think it's worth insisting with Latitude so we can answer the questions from the media to demonstrate we are on top of this .

Thank you and please let us know if we can help in any way.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Sent: Wednesday, 29 March 2023 3:00 pm

To: Cristian Cornejo <[xxxxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Subject: FW: TVNZ query

Kia ora Cristian,

Is there any update? This is an ongoing story and we will be getting requests for updated figures while it remains a lead news item. It would be great if Latitude had provided something we can pass on to media today.

Ngā mihi nui,

Mary

Mary Burgess ([she/her](#))

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <[REDACTED]@tvnz.co.nz>
Sent: Wednesday, 29 March 2023 2:26 pm
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Re: TVNZ query

Hi Mary - just wondering where you got with this update on Latitude?

Cheers!

From: Media Internal Affairs <media@dia.govt.nz>
Sent: 28 March 2023 10:11 AM
To: [REDACTED] <[REDACTED]@tvnz.co.nz>
Subject: RE: TVNZ query

Already on it for you [REDACTED]. I've asked them to push for an update today and I will come back to you with it as soon as we get something from Latitude.

Cheers, Mary

From: [REDACTED] <[REDACTED]@tvnz.co.nz>
Sent: Tuesday, 28 March 2023 9:59 am
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Re: TVNZ query

Hi Mary - if this changes today - could you keep me posted?



From: Media Internal Affairs <media@dia.govt.nz>
Sent: Monday, March 27, 2023 2:49:51 PM
To: [REDACTED] <[REDACTED]@tvnz.co.nz>
Subject: RE: TVNZ query

Kia ora [REDACTED],

I have the following response for you:

We are still working closely with Latitude, but can't provide an updated number because the data is still being analysed

Ngā mihi nui,
Mary

Mary Burgess (she/her)

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <[\[REDACTED\]@tvnz.co.nz](mailto:[REDACTED]@tvnz.co.nz)>

Sent: Monday, 27 March 2023 1:08 pm

To: Media Internal Affairs <media@dia.govt.nz>

Subject: TVNZ query

Hi there,

I see Latitude has just put out an update confirming their hack is worse than initially thought - and say that 53,000 passports were taken.

Can someone from DIA confirm the number of NZ ones impacted if it's changed from last week?

Cheers,



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From: [Cutt, Brendon \(Latitude Financial\)](#)
To: [Jeremy Williams](#); [Julia Wootton](#)
Cc: [Cristian Cornejo](#)
Subject: Latitude - ASX announcement
Date: Tuesday, 11 April 2023 11:28:42 am
Attachments: [LFS ASX cyber update 110423.pdf](#)

You don't often get email from .@.. [Learn why this is important](#)

Hi all

FYI, please find attached Latitude's latest ASX Announcement. Please note that Latitude will not be paying any ransom to the threat actor.

Regards, Brendon

Brendon Cutt

General Manager, Compliance and Conduct Risk
Latitude Financial Services

M [REDACTED]

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11 April 2023

ASX ANNOUNCEMENT

Cybercrime update

Latitude Financial (ASX: LFS) has received a ransom demand from the criminals behind the cyber-attack on our company.

Latitude will not pay a ransom. This decision is consistent with the position of the Australian Government.

We will not reward criminal behaviour, nor do we believe that paying a ransom will result in the return or destruction of the information that was stolen.

In line with advice from cybercrime experts, Latitude strongly believes that paying a ransom will be detrimental to our customers and cause harm to the broader community by encouraging further criminal attacks.

The stolen data the attackers have detailed as part of their ransom threat is consistent with the number of affected customers disclosed by Latitude in our announcement dated 27 March 2023.

This matter is under investigation by the Australian Federal Police and we continue to work with the Australian Cyber Security Centre and cyber-security experts on our response.

We are in the process of contacting all customers, past customers and applicants whose information was compromised, outlining details of the information stolen, the support we are providing and our plans for remediation. We will complete this process as quickly as we can.

We encourage all our customers to remain vigilant and alert to potential scam attempts.

To the best of our knowledge, there has been no suspicious activity inside Latitude's systems since Thursday 16 March 2023.

Regular business operations are being restored, with Latitude's primary Customer Contact Centre back online and operating at full capacity. We will respond to all customer enquiries as a priority. Customers can also access services via the Latitude website and mobile app. New customer originations have also recommenced.

Latitude maintains insurance policies to cover risks, including cyber-security risks, and we have notified our insurers in respect of this incident.

Latitude Financial CEO Bob Belan said:

"Latitude will not pay a ransom to criminals. Based on the evidence and advice, there is simply no guarantee that doing so would result in any customer data being destroyed and it would only encourage further extortion attempts on Australian and New Zealand businesses in the future.

"Our priority remains on contacting every customer whose personal information was compromised and to support them through this process.

"In parallel, our teams have been focused on safely restoring our IT systems, bringing staffing levels back to full capacity, enhancing security protections and returning to normal operations.

"I apologise personally and sincerely for the distress that this cyber-attack has caused and I hope that in time we are able to earn back the confidence of our customers."

Supporting our customers

Latitude is delivering a comprehensive customer care and remediation program to support affected individuals. Some of the steps we are taking include:

Latitude's dedicated contact centres are available for affected customers in Australia and New Zealand between 9am – 6pm AEST/NZST, Monday – Friday.

Additional support is available via our dedicated contact centres for customers who are in a uniquely vulnerable position as a result of this cyber-attack.

We have engaged IDCARE, a not-for profit organisation specialising in providing free, confidential cyber incident information and assistance. If you wish to speak with one of their expert Case Managers, please visit idcare.org or call (New Zealand) 0800 121 068, 11am – 6pm NZST, Monday – Friday (excluding public holidays) or (Australia) 1800 595 160 (use the referral code LAT23).

Mental Health and Wellbeing Support is available free of charge through our Support Line 0800 808 374 (New Zealand) or 1800 808 374 (Australia).

The Help page on our website is also being kept up to date with the latest information.

Authorised for release to the ASX by the Board of Directors.

For further information:

Media

Mark Gardy
+61 412 376 817

Investor Relations

Matthew Wilson
+61 401 454 621

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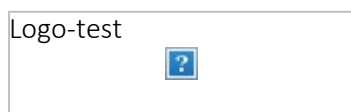
From: [Maria Robertson](#)
To: [Cristian Cornejo](#); [Julia Wootton](#); [Media Internal Affairs](#)
Cc: [John Crawford-Smith](#)
Subject: Re: Newshub media enquiry
Date: Tuesday, 21 March 2023 5:07:41 pm
Attachments: [image001.png](#)

Thanks. I'm comfortable, just curious: if we know the number is around 1350 why would we not say that?

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]
45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>
Sent: Tuesday, March 21, 2023 5:05:38 PM
To: Maria Robertson <xxxx.xxxxxxxxx@xxx.xxx.xx>; Julia Wootton <xxxx.xxxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxx@xxx.xxx.xx>
Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxx.xx>
Subject: RE: Newshub media enquiry

Kia ora Maria and Julia,

Latitude has not confirmed they are happy with the wording on this response, so I'm seeking your approval to send it out to [REDACTED] urgently, as the deadline for this passed 30 mins ago.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?

We have assessed the risk and determined that people do not need to apply for a new passport.

Our Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology. This means people cannot get a passport in someone else's identity, even if they have their passport details.

It is also not possible to use passport details to travel in someone else's identity. For someone to travel using another person's passport information, they would need the actual passport, not just the passport details.

People wanting to find more information about what to do if their passport was affected by the Latitude Financial Services data breach can visit passports.govt.nz/latitude-financial-services-data-breach/

2. Is it still possible that impacted customers will need to replace their passports eventually?

If the passport has been renewed since they provided it to Latitude, there is no need to do

anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

We are working closely with Latitude to identify impacted passport holders.

Ngā mihi,

-ENDS-

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Walls, Frederika (Latitude Financial) <Frederika.Walls@latitudefinancial.com>

Sent: Tuesday, 21 March 2023 4:57 pm

To: Cristian Cornejo <xxxxxxx.xxxxxx@xxx.xxxx.xx>

Cc: Julia Wootton <xxxxx.xxxxxx@xxx.xxxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxxx.xx>; Kingston, Lizzy (Latitude Financial) <Lizzy.Kingstxx@xxxxxxxxxxxxxxxxxxx>

Subject: RE: Newshub media enquiry

Kia ora - thanks for sending through, the answers look good. As confirmed in the media statement the number of passports is a small percentage - [media statement](#).

Thank you
Freddie

[REDACTED]

From: Cristian Cornejo <xxxxxxx.xxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 4:30 pm

To: Walls, Frederika (Latitude Financial) <xxxxxxx.xxxxxx@xxxxxxxxxxxxxxxxxxx>

Cc: Julia Wootton <xxxxx.xxxxxx@xxx.xxxx.xx>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxxx.xx](#)>

Subject: [EXTERNAL] Newshub media enquiry

Importance: High

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Kia ora Frederika,

We've received the media enquiry below from Newshub and have drafted some answers which Julia has requested me to run by you.

We're particularly interested in any suggestions for question number 3.

Can you please let me know if you have any suggestions or comments at your earliest convenience, as the deadline for this enquiry was 4:30pm today.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?

We have assessed the risk and determined that people do not need to apply for a new passport.

Our Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology. This means people cannot get a passport in someone else's identity, even if they have their passport details.

It is also not possible to use passport details to travel in someone else's identity. For someone to travel using another person's passport information, they would need the actual passport, not just the passport details.

People wanting to find more information about what to do if their passport was affected by the Latitude Financial Services data breach can visit passports.govt.nz/latitude-financial-services-data-breach/

2. Is it still possible that impacted customers will need to replace their passports eventually?

If the passport has been renewed since they provided it to Latitude, there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

We are working closely with Latitude to identify impacted passport holders.

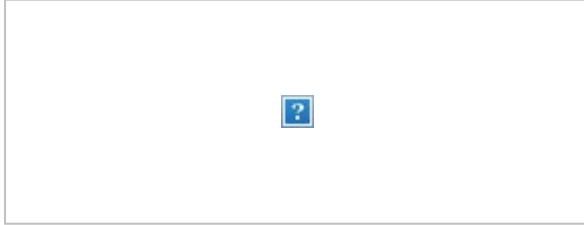
Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs
45 Pipitea Street | PO Box 805, Wellington 6140
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From: [Cutt, Brendon \(Latitude Financial\)](#)
To: [Jeremy Williams](#); [Julia Wootton](#); [Walls, Frederika \(Latitude Financial\)](#)
Cc: [Cristian Cornejo](#)
Subject: RE: LFS - cyber-incident
Date: Wednesday, 29 March 2023 4:45:45 pm

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Sorry, typo - the L was meant to be a K

~34,700 compromised NZ passport numbers

From: Jeremy Williams <Jeremy.Williams@dia.govt.nz>
Sent: Wednesday, 29 March 2023 4:40 pm
To: [Cutt, Brendon \(Latitude Financial\) <Brendon.Cutt@latitudefinancial.com>](#); [Julia Wootton <julia.wootton@dia.govt.nz>](#); [Walls, Frederika \(Latitude Financial\) <Frederika.Walls@latitudefinancial.com>](#)
Cc: [Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>](#)
Subject: [EXTERNAL] RE: LFS - cyber-incident

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Thanks Brendon – Are you able to just clarify this : “is ~34.7L NZ passport numbers”

- Jeremy

From: [Cutt, Brendon \(Latitude Financial\) <Brendon.Cutt@latitudefinancial.com>](#)
Sent: Wednesday, 29 March 2023 4:22 PM
To: [Jeremy Williams <Jeremy.Williams@dia.govt.nz>](#); [Julia Wootton <Julia.Wootton@dia.govt.nz>](#); [Walls, Frederika \(Latitude Financial\) <Frederika.Walls@latitudefinancial.com>](#)
Cc: [Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>](#)
Subject: RE: LFS - cyber-incident

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Hi Jeremy

The number I have is ~34.7L NZ passport numbers only and 1,347 NZ passport images compromised.

Adding my colleague [@Walls, Frederika \(Latitude Financial\)](#), who is also NZ-based, and can shed some light on our media responses, if it helps.

Regards, Brendon

From: Jeremy Williams <Jeremy.Williams@dia.govt.nz>
Sent: Wednesday, 29 March 2023 3:42 pm
To: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>; Julia Wootton <julia.wootton@dia.govt.nz>
Cc: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>
Subject: [EXTERNAL] RE: LFS - cyber-incident
Importance: High

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Hi Brendon,

I appreciate this is a busy time but I am hoping you can shed some light on the number of NZ passports that have been compromised as a result of this breach. We're receiving a number of media queries relating to the figure and we wish to be as pro-active as possible in this space.

Please advise at as soon as possible.

- Jeremy

From: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>
Sent: Monday, 27 March 2023 1:21 PM
To: Julia Wootton <Julia.Wootton@dia.govt.nz>
Cc: Jeremy Williams <Jeremy.Williams@dia.govt.nz>
Subject: RE: LFS - cyber-incident

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We do not yet have an AU v NZ split. The data is being analysed now. I can advise that the vast bulk of ID numbers is currently understood to be driver licences, not passports. I will share number of impacted NZ passports when available.

Regards, Brendon

General Manager, Compliance and Conduct Risk
Latitude Financial Services



From: Julia Wootton <Julia.Wootton@dia.govt.nz>
Sent: Monday, 27 March 2023 12:52 pm
To: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>
Cc: Jeremy Williams <Jeremy.Williams@dia.govt.nz>
Subject: [EXTERNAL] RE: LFS - cyber-incident

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Thanks Brendon,

I am out of the office this week, so have forwarded your note to my colleague Jeremy (copied here).

If you have any updates on numbers of, or names of, any NZ passport holders affected I would appreciate if you could note those to Jeremy and I this week.

Thanks

Julia

From: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>

Sent: Monday, 27 March 2023 12:49 pm

To: Julia Wootton <Julia.Wootton@dia.govt.nz>

Subject: LFS - cyber-incident

Hi Julia

A further announcement to the ASX today - unfortunately, a significant number of additional ID numbers stolen.

Please let me know if you would like to discuss.

Brendon

General Manager, Compliance and Conduct Risk
Latitude Financial Services

[REDACTED]

From: Cutt, Brendon (Latitude Financial)

Sent: Wednesday, 22 March 2023 1:01 pm

To: 'Julia Wootton' <Julia.Wootton@dia.govt.nz>

Subject: RE: Data breach wording

Hi Julia

We have released a further ASX update, per attached.

Our continuing investigations have provided further evidence of large-scale information theft affecting customers (past and present) and applicants across New Zealand and Australia. We do

not currently know the number of customers and applicants affected and the type of personal information that has been stolen but we are working urgently to understand this.

Brendon

General Manager, Compliance and Conduct Risk
Latitude Financial Services

[REDACTED]

From: Cutt, Brendon (Latitude Financial)
Sent: Monday, 20 March 2023 3:10 pm
To: Julia Wootton <Julia.Wootton@dia.govt.nz>
Subject: RE: Data breach wording

Hi Julia

Just by way of an update, please see an ASX announcement we made earlier today.

Brendon

From: Julia Wootton <Julia.Wootton@dia.govt.nz>
Sent: Monday, 20 March 2023 9:16 am
To: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>
Subject: [EXTERNAL] FW: Data breach wording
Importance: High

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Kia ora Brendon

Please see below our intended publication in relation to the data breach. Let me know if you have any feedback

Thanks
Julia

Draft banner wording:

Latitude Financial Services (GEM Finance) in Australia has advised of a cyberattack which may have compromised New Zealand passport holders' information. See here for more information.

(link to page below)

Draft web page wording

Latitude Financial Services data breach

Latitude Financial Services (also trading as GEM Finance in New Zealand), an Australian finance company, has recently advised customers of a cyberattack which may have resulted in unauthorised access to current and former customers' information held by the company.

How do I know if I have been impacted by the data breach?

Latitude Financial Services is notifying all affected customers about the data breach. This includes New Zealand passport holders who provided their New Zealand passport as part of setting up their accounts with Latitude Financial Services.

If you are not contacted by Latitude Financial Services, you have not been impacted by the breach.

What passport details could have been exposed?

Some people had their New Zealand passport details compromised.

A copy of your passport bio-data page may have been exposed.

Latitude Financial Services will advise you if your New Zealand passport details were compromised.

Do I need to replace my passport if I have been impacted?

No, you don't have to.

If you have renewed your passport since signing up with Latitude Financial Services, you do not need to do anything.

If you have not renewed your passport, there is no need to replace your passport if it is still valid.

Can I use my passport to travel?

Yes, your passport is safe to use for international travel. Your passport remains valid for travel unless it has expired or it has been renewed.

Could someone else get a passport in my identity?

No. We use robust controls that protect your passport from identity takeover, including sophisticated facial recognition technology.

Could someone use my passport details to travel in my identity?

No. They would need your actual passport, not just your passport details.

If your passport has been lost or stolen, you must let the Department of Internal Affairs

(DIA) Passport Office know as soon as possible so we can cancel your passport and protect you from any misuse.

Further information about lost and stolen passports is available here:

[Lost, stolen or damaged passport](#)

Is it still safe to use my passport as proof of identity?

Impacted Latitude Financial Services customers may be concerned their passport details could be misused to commit identity fraud.

You have the option to ask DIA to apply a block in the Australia Document Verification Service (DVS) system on your behalf. This block will mean that your passport number cannot be used for digital verification in Australia, but you can still use your passport to verify your identity in person as required, such as for the purposes of taking out a loan, or a phone plan.

If you want DIA to apply a block in DVS, email us at: XXXXXXXXXXXX@XXX.XXXX.XX.

Let us know your current passport number, name and contact phone number, including area and country codes – we'll call from New Zealand. Put 'Latitude Financial Services' in the subject line.

Is my passport still valid if I replace it?

If you choose to replace your passport, the previous one will be cancelled once we receive your application.

Note that a cancelled passport cannot be used for travel or identification purposes.

You will need to wait until a replacement passport has been issued.

Information about passport timeframes is available here:

[Passport timeframes](#)

What happens if I replace my New Zealand passport while I am overseas?

We understand that you may be worried that you could be stranded without any valid ID overseas. If you have upcoming international travel planned, we recommend that you travel on your current passport.

If you would like to replace your passport, contact DIA to discuss your upcoming travel plans before cancelling your passport.

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