

Capita Cyber Incident

MEMBER Q&A – 2 June 2023

1) Where did the cyber incident occur?

The cyber incident occurred at Capita plc, which is an outsourcing service provider. The incident impacted a small percentage of Capita plc's server estate. This included some used by Capita Pension Solutions, which is a business that provides pension administration services to members of the BCSSS.

2) When did it happen?

Capita detected the cyber incident on 31 March 2023 and took immediate steps to isolate and contain the issue. Since then, it has undertaken a complex investigation with support from technical experts and specialist advisers.

3) When were you first made aware that member data had been affected?

We've been working closely with Capita since it first announced the cyber incident and have sought regular updates on the progress of its investigation. Once Capita had confirmed that it had evidence that some personal data may have been accessed, we updated members on the BCSSS website. At that point, Capita was not able to confirm whether BCSSS members' personal data was affected. We are now aware that BCSSS pensioner members may have been affected by this incident. We expect to find out shortly from Capita exactly which BCSSS members are potentially impacted and at that point we will send a letter to each affected member providing further information and support.

4) Is my pension safe?

We'd like to reassure all members that your pension remains secure. Hartlink, the database that holds all member pension records, was not impacted by this incident. No funds from the Scheme were involved and the Scheme's assets are held completely separate from Capita.

5) Has this affected pension payments made to members?

All pension payments have and will continue to be paid on time.

6) Which members has this affected?

We believe that all members who were receiving their pension as at 31 March 2023 may have been affected.

7) Have you contacted all affected members?

We will be writing to all members whose personal information may have been compromised by this incident. This letter will highlight the potential risks and the steps they can take to protect their personal data. We will also be offering a service that will help members monitor use of their personal data.

8) What data has been taken?

For the majority of members affected, the information potentially accessed included National Insurance number, initials and surname, pension amounts and some tax information.

9) What advice can you give to members who are concerned?

Whether you've been impacted by this incident or not, in a data-driven world, we always recommend that members take steps to protect their personal data and avoid scams. The National Cyber Security Centre website provides guidance that may be useful. We've also shared some information on the Pension Scams page.

10) Is my pension account on the BCSSS Portal safe?

Yes, the portal was not accessed and login information remains safe.

11) What are your legal and regulatory obligations?

We are required to inform the Information Commissioners Office (ICO) and the Pensions Regulator (TPR). We have reported the impact on the Scheme to both ICO and TPR and will work with them on any investigation they choose to conduct and any recommendations they may make.

12) How will you make sure that this doesn't happen again?

In our discussions with Capita, we have sought information about what it has done to improve the security of personal data and avoid a future incident. Once the investigation is finalised, we will receive an update from Capita as to what steps it has taken to avoid this happening again.