

Latitude Cyber Incident Update

Thank you for your continued support and understanding during this time. We will continue to keep you updated as we have more information in the coming days.

On Monday we provided a further cybercrimes ASX announcement, details of this can be seen at <https://www2.asx.com.au/markets/company/lfs>

We continue to work around the clock to safely restore our operations. We are rectifying platforms impacted in the attack and have implemented additional security monitoring as we return to operations in the coming days.

Origination Systems

Our Personal Loan and Emotor platforms remain offline. This means we are unable to accept new applications. We hope to have our origination system online next week.

Applications in progress

Our team are now able to commence work on Personal Loan applications submitted prior to 17th of March, however, these applications can only be reviewed, and we may request for additional information. We are still unable to approve applications, issue loan contracts or fund applications.

If additional information is required, our team will contact you by phone or email, however, please bear in mind you will be unable to return this information until our systems are back online.

Our eMotor platform is offline so we are unable to commence work on any Motor applications at this stage.

Cancelled / Withdrawn Applications

Requests received for applications to be cancelled or withdrawn are now being actioned by our team. This includes removing the credit enquiry from your customers credit file.

If you wish to withdraw your application, please send an email to our loan processing team asking them to withdraw the application.

Personal Loans: brokerpersonalloans@latitodefincial.com

Motor Loans: settlements@latitodefincial.com

Existing Customer Loan Repayments

On the 15th, 16th and 23rd of March, there were a portion of direct debits that failed to process. These were rectified and the direct debits were processed on 24th and 28th March.

Loan Processing Team

Our Loan Processing Team and Broker Specialist phone lines remain unavailable, please continue to reach out to your Relationship Manager for assistance.

Latitude Relationship Manager Team

Our Relationship Managers are now back online with limited access. They are available by phone or email to assist where possible.

Accreditations

Our accreditation platform remains offline. This means we are unable to accept any new accreditation requests or progress any in progress.

Latitude Communication with Customers

Latitude continues to contact those customers impacted to alert them of what has been stolen, how we are supporting them and what they need to do.

If your customer has questions, please refer them to our newly established dedicated contact centre for those impacted, or the dedicated help page on our website.

Contact Centre: 1300 793 416

Latitude Website: <https://www.latitudefinancial.com.au/latitude-cyber-incident/>

We apologise unreservedly and thank our partners and brokers for your support and patience.



We're here to help

Have questions? We've got answers!
Contact your Relationship Manager

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