

Latitude Cyber Incident Update

Thank you for your patience and continued support during this time.

We took a number of platforms offline to isolate our systems in response to the cyber-attack. We can confirm we have not observed any suspicious activity on our systems since Thursday 16th March.

As we gradually restore our operations, we have undertaken an assurance review of the affected platforms and we are reviewing controls where required. We have adopted a cautious and methodical approach to bringing our platforms back online.

Origination Systems

We are pleased to advise our Personal Loan platforms is now online. This means we can now accept new Personal Loan applications.

We are hoping to have our eMotor platform online early next week.

Applications in progress

Our team will continue to process those applications that have been on hold since we went offline.

Cancelled / Withdrawn Applications

Requests received for applications to be cancelled or withdrawn continue to be actioned by our team, including removing the credit enquiry from your customers credit file.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@latitudefinancial.com

Motor Loans: settlements@latitudefinancial.com

Loan Processing Team

Our Loan Processing Team and Broker Specialist phone lines remain offline; however, they will contact you if required via email. Please note our team will not be processing over the Easter long weekend.

Latitude Relationship Manager Team

Our Relationship Managers 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. We are expecting to be back online in the next few days.

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.latitudafinancial.com.au/latitude-cyber-incident/>

Please refer to the attached FAQs for more information.

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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