



## CAPITA CYBER INCIDENT – MEMBERS' FREQUENTLY ASKED QUESTIONS

(Update published on 17 July 2023)

### **Have you contacted all affected members?**

Yes. The Trustees have contacted by letter all members that Capita advised had been affected by the data breach.

### **Who can I contact for further information?**

For questions about Experian's services please contact the Experian Customer Support Centre on:

Call Tel. 020 8090 3696\*\*. Lines are open Monday to Friday, 8.00am to 6.00pm.

\*\*Charges for calling 02 numbers are the same as calls made to a standard UK landline.

For questions about Capita's data breach please contact the dedicated Capita Cyber Incident helpline number:

Call Tel: 0800 229 4005. Lines are open Monday to Friday – 8.30am to 5.30pm and Saturday – 9.00am to 2.00pm.

### **Please can you say more about Experian's *Identity Plus* service**

A full description of *Identity Plus* a service that allows individuals to monitor fraudulent changes to their Experian fraud report and understand what personal information has been found on the web, is given in the attached Experian product sheet. There is a separate service for affected members who are not resident in the UK (see next question below).

**I no longer live in the UK having retired overseas. What service is available to me?**

Experian *Identity Works Global*, a web monitoring service that alerts individuals when their personal identifiable information has been found online is available to members who have been affected by the Capita data breach and live in any of the following countries Australia, Austria, Brazil, Canada, Denmark, Finland, France, Germany, Hong Kong, India, Ireland, Italy, Malaysia, Mexico, New Zealand, Norway, Poland, Portugal, Singapore, Spain, South Africa, Sweden, Switzerland, The Netherlands, Turkey, United States, Puerto Rico, Guam and US Virgin Islands.

**Where can I find my activation code for the Experian services?**

Members who have been affected by the data breach will have received an activation code. The second letter sent by the Trustees in early June 2023 contained details of a unique activation code that needs to be entered at:

UK affected members - <https://identity.experian.co.uk/get-started/protection>

Overseas affected members living in a country covered by Experian *Identity Works Global* - [www.globalidworks.com/identity1](http://www.globalidworks.com/identity1)

**Is there a deadline for registration in order to use Experian's services?**

Yes. The deadline for overseas members who live in a country that is covered by Experian's global service is Thursday, 7 September 2023 and for UK based members it is Wednesday, 13 September 2023.

**I do not have access to the internet. Can I register for Experian's services by another means?**

Unfortunately, Experian's services are digital services that can only be accessed online. Members who do not have access to the internet could ask either a family member or trusted friend for help.

**I am having difficulty in registering online for Experian *Identity Plus* / Experian *Identity Works Global* and need to speak to someone at Experian but cannot get through to the helpdesk.**

This experience could be due to the high volume of telephone calls that Experian is receiving with many people registering for these services. Many UK pension schemes have been impacted by the Capita data breach. We advise that members try and call Experian's Customer Support Centre on Tel: 020 8090 3696 at quieter

times of the day such as between 8.00am and 11.00am. Telephone lines are open from Monday to Friday, 8.00am to 6.00pm.

**Are the questions that Experian are asking to be expected because they are asking for a lot of my personal information?**

This level of personal information is required by Experian so that it has an accurate and true record of your identity in order to be able to detect if anyone attempts to impersonate you in either potential or actual fraudulent activities.

**Why do I need to provide my bank account details and/or credit and debit card details when registering for Experian's services?**

See question and answer above.

**Experian has told me that my credit file has been searched in the past. What does this mean?**

Your file may have been validly searched in the past by a credit reference agency for and on behalf of a bank or other financial institution if you have applied for either a mortgage or personal loan.