

CAPITA CYBER INCIDENT – MEMBER Q&A

Where did the cyber incident occur?

The cyber incident occurred at Capita plc, which provides a range of outsourced services to thousands of clients. The incident impacted a small number of its computer servers. This included some used by Capita Pension Solutions, which is a business that provides pension administration services to members of the M&S Pension Scheme, along with several other major pension schemes.

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 forensic investigation with support from technical experts and specialist advisers. This has involved reviewing files across Capita's entire business.

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 Scheme website](#). At this point, Capita was not able to confirm whether members' personal data was affected.

We were formally informed of a personal data breach for a large group of members in the Scheme last week and shortly after we received copies of the files that were impacted. We've worked as quickly as we can to review the data and write to all affected members.

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.

Has this affected pension payments made to members?

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

Does this impact all members?

No. The majority of members affected were those who were receiving their pension as at 31 March 2023. A small group of less than 100 members who are not receiving their pension were also affected.

Have you contacted all affected members?

We have written to all members who have been affected by the incident. This letter highlights the potential risks and the steps they can take to protect their personal data. We've also offered a service that will help members monitor use of their personal data.

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.

Is Capita certain that the personal data found on the files has been accessed?

Capita cannot be certain that the personal data has been accessed. Capita has publically stated that it "has taken extensive steps to recover and secure the customer, supplier and colleague data contained within the impacted server estate, and to remediate any issues arising from the incident." You can read the full statement here - <https://www.capita.com/news/update-actions-taken-resolve-cyber-incident>

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](#).

Is my pension account on the M&S Pension Scheme Portal safe?

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

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 to 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.

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 has been finalised, we will receive a full report about the incident, how it was managed and what steps Capita has taken and will be taking to avoid this happening again.

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