

OFFICIAL STATEMENT

Update on Flagship Group cyberattack

As we have previously reported, we were subject to a cyberattack on Sunday 1 November 2020 and we have been advised by our cybersecurity specialists, that it was caused by ransomware, known as Sodinokibi. As part of our controlled response at the time, we took most of our IT systems offline and in the short term the attack limited us to emergency operations.

We are now in a stage of carefully controlled recovery and our teams have safely and securely rebuilt our essential systems. With each system, we made sure it was safe to bring it back online and we hope to see things fully back to normal very soon.

Since discovering the cyberattack, we have carried out an investigation with internal and external specialists. We can confirm that, despite our quick action, some customer and staff data was accessed by the attackers and a small amount of customer data copied out of Flagship's network by them. We have written directly to affected individuals, and we will release a further statement following the conclusion of the investigation.

We take the privacy and security of our customer and staff data very seriously, and we are continuing actively to monitor for threats as part of our cyber security defence measures. For additional peace of mind, we have offered fraud and web monitoring services to our customers and staff. We continue to work closely with the Information Commissioner's Office (ICO), the Police and other relevant agencies.

Thank you for your continued patience and we're sorry for any inconvenience this attack has caused.