

Third-party data security incident:

Client frequently asked questions

We understand that clients may have questions about the third-party data security incident. The information below explain what happened, which clients may be affected, how clients may be affected, what Alexforbes is doing and the practical steps clients can take.

Understanding the incident

Question	Answer
What happened?	RelyComply, an external service provider that supports Alexforbes with anti-money laundering and screening functions, experienced a cyber security incident involving unauthorised access to its systems. Alexforbes was informed of the incident and implemented response measures while investigations commenced. It is currently not known if client personal information was taken out of the Relycomply environment.
Who is RelyComply?	RelyComply is an external service provider that supports Alexforbes with anti-money laundering, customer identity verification, screening and risk assessment services.
Why did Alexforbes share information with RelyComply?	Alexforbes is required under the Financial Intelligence Centre Act, or FICA, to verify the identity of people and organisations it does business with. RelyComply was appointed to support those screening and risk checks. This does not apply to members of a retirement fund.
When did the incident happen?	On present information, unauthorised access to RelyComply systems may have begun on or about 2 September 2026. The investigation is continuing to establish the full timeline and extent of the incident.
Were Alexforbes systems compromised?	No. The incident occurred within RelyComply's environment. Alexforbes' internal IT systems, financial platforms and networks were not compromised.

How this may affect you

Question	Answer
What information may have been involved?	The only personal information Alexforbes provides to RelyComply is name and identity number for screening purposes. Alexforbes does not share banking details, investment information, account balances, contact details, passwords, login credentials or copies of identity documents with RelyComply. Current indications are that name and identity number information may have been involved. The investigation is ongoing.
Why have I received a notification?	Alexforbes is notifying potentially affected individuals as a precautionary measure and in accordance with applicable legal and regulatory requirements. A notification does not mean that your information has been accessed.
How will I know whether I am affected?	Alexforbes is contacting potentially affected individuals directly through approved communication channels. Do not rely on unexpected messages claiming to confirm your status. If you are unsure whether a communication is genuine, email DataQuery@alexforbes.com.
What if I did not receive a notification?	Alexforbes is contacting potentially affected individuals directly through approved communication channels. If you have not received a notification but remain concerned, email DataQuery@alexforbes.com. Please note that members of retirement funds are not affected
Has my information been misused?	At this stage, there is no evidence that personal information has been accessed. However, clients should remain vigilant for phishing attempts, impersonation scams and other fraudulent activity.

Your money, investments and retirement savings

Question	Answer
Is my money safe?	Yes. There is no evidence that this incident has affected client accounts, investments or transactions.
Are my bank details affected?	Alexforbes does not share banking details with RelyComply.
Can someone access my Alexforbes account because of this incident?	There is no indication that Alexforbes passwords, account credentials or login details were involved. There is also no evidence that client accounts, investments or transactions have been affected.
Does this incident affect members of retirement funds?	Retirement fund members are not affected.
Will contributions, benefit payments or fund administration be affected?	No. Fund administration, contributions, benefit payments, member records and fund values are unaffected.

What Alexforbes is doing

Question	Answer
What is Alexforbes doing about the incident?	Alexforbes has taken the following actions: • Temporarily suspended data sharing and operations with RelyComply while security checks were completed. • Reinstated screening services following forensic sign-off, completion of the required security checklist and replacement of access credentials. • Notified the Information Regulator, the Financial Sector Conduct Authority and the Prudential Authority. • Increased monitoring controls across client accounts. • Continued to work with RelyComply while their independent legal and forensic specialists investigate the incident.
Is Alexforbes still using RelyComply?	Yes. Screening services have been reinstated following forensic sign-off, completion of the required security checklist and the replacement of access credentials.
Has the incident been reported to regulators?	Yes. Alexforbes has notified the Information Regulator, the Financial Sector Conduct Authority and the Prudential Authority. Alexforbes continues to engage with them while the investigation progresses.
Will Alexforbes continue to provide updates?	Yes. Alexforbes will communicate material developments when information is confirmed.

What you should do

Question	Answer
What should I do now?	Take the following precautions: • Be cautious of unexpected emails, SMSs, phone calls or messages requesting personal or financial information. • Never share passwords, PINs, one-time PINs or banking credentials. • Enable multi-factor authentication where available.
What should I do if I receive a suspicious email, SMS or phone call?	Do not respond, click on links, open attachments or provide personal or financial information. If a communication claims to be from Alexforbes and you are unsure whether it is genuine, contact Alexforbes through the official support details below before responding.
Should I change my passwords?	There is no indication that Alexforbes passwords or login credentials were involved. As a general security precaution, use strong, unique passwords and enable multi-factor authentication where available. Never share a password, PIN or one-time PIN.

Getting help

Question	Answer
How can I contact Alexforbes for assistance?	For assistance or to confirm whether a communication is genuine, email Alexforbes at DataQuery@alexforbes.com .

Important reminder

Alexforbes will never ask you to disclose your password, PIN, one-time PIN or banking login credentials. If you receive an unexpected communication requesting these details, do not respond.