

From: [Julia Wootton](#)
To: [Daniel Leavasa](#)
Cc: [Maria Robertson](#); [James Mose](#)
Subject: RE: DIA Passport holders affected by Latitude security incident
Date: Sunday, 19 March 2023 4:28:45 pm
Attachments: [image001.png](#)

Thanks Dan, appreciate it, I will pass that on

From: Daniel Leavasa <xxxxxx.xxxxxxx@xxx.xxx.xx>
Sent: Sunday, 19 March 2023 4:16 pm
To: Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx>
Cc: Maria Robertson <xxxxx.xxxxxxx@xxx.xxx.xx>; James Mose <James.Mose@dia.govt.nz>
Subject: Re: DIA Passport holders affected by Latitude security incident

Kia Ora Julia,
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Nga mihi
Dan

Dan Leavasa | IT Service Delivery Manager for Service Delivery & Operations | Te Ara Matihiko | m: [REDACTED]
[REDACTED]
Department of Internal Affairs

From: Daniel Leavasa <xxxxxx.xxxxxxx@xxx.xxx.xx >
Sent: Sunday, March 19, 2023 3:33:54 PM
To: Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx >
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I will get started on the content for a customer alert page but I am keen to get access to the customer information for those customers we know have had info breached.

After your advice please on the safest technical solution to get a list of 1300 names from Latitude.

Ngā mihi

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Get [Outlook for iOS](#)

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Estimated 30,000 NZ Passport information.

Latitude have worked with the Australian Passport Office to manage their comms/media statement and would like to work with the NZ Passport Office to do the same.

Below is the email trail from Latitude and the contact person is:

Contact Name: Brendon Cutt

Contact Number [REDACTED]

Email: xxxxxx.xxxx@xxxxxxxxxxxxxxxxxxx.xxx

I will pass on your details to Latitude as per Maria's instructions.

Please let me know if you have any questions.

Cheers

Dan Leavasa | IT Service Delivery Manager for Service Delivery & Operations | Te Ara Matihiko | m: [REDACTED]

Department of Internal Affairs

From: [REDACTED] <[\[REDACTED\]@datacom.co.nz](mailto:[REDACTED]@datacom.co.nz)>

Sent: Sunday, March 19, 2023 2:56 PM

To: Daniel Leavasa <xxxxxx.xxxxxx@xxx.xxx.xx>

Subject: Fw: DIA Passport holders affected by Latitude security incident

Afternoon Dan,

See below for the original details from Brendon as well as their plan for comms and what the Australian Passports department have set up on their website:

Contact Name: Brendon Cutt

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Email: xxxxxx.xxxx@xxxxxxxxxxxxxxxxxxx

Issue: Caller called from Latitude Financial Services (shortened to Latitude Financial or Latitude) is an Australian financial services company with headquarters in Melbourne, Victoria, also doing business in New Zealand under the name Gem Finance, he mentioned they recently had a Data Breach in their Organization which is affected 30,000 NZ passport Holder, he wants some one to call him at the earliest to advice how they can further act by informing the customer in calmly manner.

Gareth, Manu and Mitesh from the DIA security team are also aware of this.

From: Cutt, Brendon (Latitude Financial) <xxxxxx.xxxx@xxxxxxxxxxxxxxxxxxx>

Sent: Sunday, March 19, 2023 2:26 PM

To: DIA incident management <xxxxxxxxxxxxxxxxxxxx@xxxxxx.xx.xx>

Subject: RE: DIA Passport holders affected by Latitude security incident

Hello

Thanks for making contact.

We are mobilising to send a communication to known impacted customers in New Zealand on Monday. Some of those people have had their NZ Passport compromised in our cyber-attack and we would like to know what information we can advise those people at this time.

For our equivalent communication to people in Australia who have had an AU passport compromised, DFAT has confirmed to us, and we will be communicating same, that impacted passports are still safe to use and that we can direct people to the following website for further information www.passports.gov.au/news/latitude-financial-services-data-breach

Your assistance and advice would be greatly appreciated.

I can be contacted on [REDACTED].

Regards, Brendon

General Manager, Compliance
Latitude Financial Services

From: DIA incident management <xxxxxxxxxxxxxxxxxxxxxx@xxxxxx.xx.xx>
Sent: Sunday, 19 March 2023 1:44 pm
To: Cutt, Brendon (Latitude Financial) <xxxxxx.xxxx@xxxxxxxxxxxxxxxxxxx>
Subject: [EXTERNAL] DIA Passport holders affected by Latitude security incident

Hi Brendon,

I've just been speaking with our Service Desk and the DIA Security Team around your call earlier this morning. Is there any particular information or guidance you're looking for from our end or was the call more of an FYI for our awareness?

I assume comms have already gone out from your end to the affected customers via the details on record with Latitude?

Regards,

The Incident Management Team

Email: DialIncidentManagement@datacom.co.nz



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From: [John Crawford-Smith](#)
To: [Russell Burnard](#); [Jeremy Williams](#); [Julia Wootton](#); [Alex Rickard](#); [Olivia Hannah](#)
Subject: Office of Privacy Commissioner to investigate Latitude mega privacy breach
Date: Wednesday, 10 May 2023 12:01:45 pm

<https://www.stuff.co.nz/business/132000886/office-of-privacy-commissioner-to-investigate-latitude-mega-privacy-breach>

Released under the Official Information Act 1982

From: [John Crawford-Smith](#)
To: [Operations Management Team](#); [Micheala Ngaia](#); [Anne-Claire Wyseur](#)
Subject: Department of Internal Affairs" advice to New Zealanders as thousands of passport details, driver"s licenses stolen in Latitude security breach
Date: Thursday, 23 March 2023 8:20:43 am

Really good interview with Maria and article

<https://www.newshub.co.nz/home/technology/2023/03/department-of-internal-affairs-advice-to-new-zealanders-as-thousands-of-passport-details-driver-s-licenses-stolen-in-latitude-security-breach.html>

Regards

John

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General Manager, Compliance

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Email: DiaIncidentManagement@datacom.co.nz



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Released under the Official Information Act 1982

From: [Maria Robertson](#)
To: [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [Media Internal Affairs](#); [John Crawford-Smith](#); [Sean O'Neill](#)
Subject: Re: Newshub interview and article
Date: Wednesday, 22 March 2023 9:31:21 am
Attachments: [image001.png](#)

Thanks Cristian - we did well to pull this together promptly. Good messages out the door.
Thanks for that.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxxxxxx@xxx.xxx.xx>

Sent: Wednesday, March 22, 2023 9:23:00 AM

To: Maria Robertson <xxxxx.xxxxxxxxx@xxx.xxx.xx>; Julia Wootton
<xxxxx.xxxxxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-
xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>

Subject: Newshub interview and article

Mōrena koutou,

Please see below FYI the links to [REDACTED] article and Maria's interview from this morning about the Latitude Financial breach.

Thanks again to everyone for your help getting this out the door yesterday evening.

[REDACTED] article: [Department of Internal Affairs says more than 1300 Kiwis' passport details stolen in massive hack on Latitude Financial](#)

Maria's interview: [Department of Internal Affairs' advice to New Zealanders as thousands of passport details, driver's licenses stolen in Latitude security breach](#)

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: [Media Internal Affairs](#)
To: [Maria Robertson](#)
Cc: [Julia Wootton](#)
Subject: FW: Newshub
Date: Tuesday, 21 March 2023 5:40:12 pm
Attachments: [image001.png](#)

FYI, See the final question altered to reflect number and on-going work to determine any others impacted.

Ngā mihi nui,

Mary

Mary Burgess (she/her)

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: Media Internal Affairs <[REDACTED]>
Sent: Tuesday, 21 March 2023 5:38 pm
To: [REDACTED]@discovery.com
Subject: FW: Newshub

Kia ora [REDACTED],

Thanks for your enquiry and apologies for the delay getting back to you. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?

We have assessed the risk and determined that people do not need to apply for a new passport.

Our Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology. This means people cannot get a passport in someone else's identity, even if they have their passport details.

It is also not possible to use passport details to travel in someone else's identity. For someone to travel using another person's passport information, they would need the actual passport, not just the passport details.

People wanting to find more information about what to do if their passport was affected by the Latitude Financial Services data breach can visit passports.govt.nz/latitude-financial-services-data-breach/

2. Is it still possible that impacted customers will need to replace their passports eventually?

If the passport has been renewed since they provided it to Latitude, there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

We are currently aware of 1342 and are working closely with Latitude to identify any other impacted passport holders.

From: [REDACTED]@discovery.com>
Sent: Tuesday, 21 March 2023 4:28 pm
To: Media Internal Affairs <[REDACTED]>
Subject: Re: Newshub

Great, thanks Mary.

On Tue, 21 Mar 2023 at 4:24 PM, Media Internal Affairs <xxx@xxx> wrote:

Hi [REDACTED],

Just an update that we are just working on sign off to your response but won't make 4.30pm.

Ngā mihi nui,

Mary

Mary Burgess (she/her)

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <xxx@discovery.com>

Sent: Tuesday, 21 March 2023 1:44 pm

To: Media Internal Affairs <xxx@xxx>

Subject: Newshub

Hi guys,

I have a query in relation to the cyber attack on Latitude Financial.

Below is a statement given to a NZ customer of Latitude finance company Gem citing some information from DIA.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?
2. Is it still possible that impacted customers will need to replace their passports eventually?
3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber attack according to what Latitude has told the DIA ?

Please come back to me by 430.

Cheers

On 16 March 2023, Latitude Financial Services (**Latitude**)¹ advised all customers and the market that it was responding to a malicious cyber-attack that resulted in the theft of personal information.

Regrettably, we are writing to you today to confirm that some of your personal information has been stolen.

We sincerely apologise that this happened. Protecting your personal information is of the utmost importance to Latitude and we are taking all necessary steps to secure our platforms.

This letter explains what happened, how we have responded and outlines further precautionary steps you can take to lower

the risk of your information being potentially misused.

What happened?

Latitude is experiencing a malicious cyber-attack that has resulted in a data theft.

While Latitude took immediate action, we understand that the attacker, via a vendor, was able to steal Latitude employee login credentials before the incident was contained. The attacker appears to have used the employee login credentials to steal personal information.

We have alerted and are working with relevant authorities and law enforcement agencies, including the Australian Cyber Security Centre, as well as external cyber security experts.

Latitude also notified the Office of the Privacy Commissioner (OPC) about this incident on 16 March 2023. You have the right to make a complaint to the **OPC**. They are contactable at their website here [privacy.org.nz](https://www.privacy.org.nz).

What kind of information has been impacted?

We have so far identified that the incident has resulted in the following kinds of your personal information being compromised. We collected this information from you at the time you applied for credit or sought a quote from Latitude so we could verify your identity.

- The passport information you supplied which, where applicable, included your photograph, full name, date of birth, passport number and dates of issue and expiry.
- The personal information you supplied during your application or quote request which, where applicable, included your full name, address, and date of birth, and your phone number.
- A photograph of your face provided as part of Latitude's identity verification process.

Steps we are taking to help you

Replacement of identity documents

We are currently working with government agencies on the process to replace your stolen identity document (where necessary) at no cost to you. In respect of any necessary

replacement of New Zealand driver licences, we are not yet ready for you to contact the Waka Kotahi NZ Transport Agency. We are working as quickly as possible. We will write to you to provide tailored information depending on the information stolen and the requirements of the Waka Kotahi NZ Transport Agency.

Important: We are also working with government to determine which identity documents need to be replaced.

- You may not need to replace your driver licence if only some details are impacted, rather than a full copy or image of your driver licence.
- You may also not need to replace your identity document if you have renewed or replaced it since the time that you provided it to us.
- For New Zealand passport holders involved in this incident, the Department of Internal Affairs (DIA) has confirmed that impacted passports are still safe to use. Further information is available at passports.govt.nz

--



wbd.com



--



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Released under the Official Information Act 1982

From: [Maria Robertson](#)
To: [Cristian Cornejo](#); [Julia Wootton](#); [Media Internal Affairs](#)
Cc: [John Crawford-Smith](#)
Subject: Re: Newshub media enquiry
Date: Tuesday, 21 March 2023 5:07:40 pm
Attachments: [image001.png](#)

Thanks. I'm comfortable, just curious: if we know the number is around 1350 why would we not say that?

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]
45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxxx.xx>
Sent: Tuesday, March 21, 2023 5:05:38 PM
To: Maria Robertson <xxxxx.xxxxxxxxxx@xxx.xxxx.xx>; Julia Wootton <xxxxx.xxxxxx@xxx.xxxx.xx>; Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>
Subject: RE: Newshub media enquiry

Kia ora Maria and Julia,

Latitude has not confirmed they are happy with the wording on this response, so I'm seeking your approval to send it out to [REDACTED] urgently, as the deadline for this passed 30 mins ago.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. **Why is it considered safe to continue using a passport if the details of this have been stolen?**

We have assessed the risk and determined that people do not need to apply for a new passport.

Our Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology. This means people cannot get a passport in someone else's identity, even if they have their passport details.

It is also not possible to use passport details to travel in someone else's identity. For someone to travel using another person's passport information, they would need the actual passport, not just the passport details.

People wanting to find more information about what to do if their passport was affected by the Latitude Financial Services data breach can visit passports.govt.nz/latitude-financial-services-data-breach/

2. **Is it still possible that impacted customers will need to replace their passports eventually?**

If the passport has been renewed since they provided it to Latitude, there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. **How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?**

We are working closely with Latitude to identify impacted passport holders.

Ngā mihi,

-ENDS-

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Walls, Frederika (Latitude Financial) <Frederika.Walls@latitudefinancial.com>

Sent: Tuesday, 21 March 2023 4:57 pm

To: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Cc: Julia Wootton <Julia.Wootton@dia.govt.nz>; John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>; Kingston, Lizzy (Latitude Financial) <Lizzy.Kingston@latitudefinancial.com>

Subject: RE: Newshub media enquiry

Kia ora - thanks for sending through, the answers look good. As confirmed in the media statement the number of passports is a small percentage - [media statement](#).

Thank you

Freddie

[REDACTED]

From: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Sent: Tuesday, 21 March 2023 4:30 pm

To: Walls, Frederika (Latitude Financial) <Frederika.Walls@latitudefinancial.com>

Cc: Julia Wootton <julia.wootton@dia.govt.nz>; John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>

Subject: [EXTERNAL] Newshub media enquiry

Importance: High

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Please think before responding, clicking links or opening attachments.

Kia ora Frederika,

We've received the media enquiry below from Newshub and have drafted some answers which Julia has requested me to run by you.

We're particularly interested in any suggestions for question number 3.

Can you please let me know if you have any suggestions or comments at your earliest convenience, as the deadline for this enquiry was 4:30pm today.

1. **Why is it considered safe to continue using a passport if the details of this have been stolen?**

We have assessed the risk and determined that people do not need to apply for a new passport.

Our Department has robust controls that protect passports from identity takeover, including

sophisticated facial recognition technology. This means people cannot get a passport in someone else's identity, even if they have their passport details.

It is also not possible to use passport details to travel in someone else's identity. For someone to travel using another person's passport information, they would need the actual passport, not just the passport details.

People wanting to find more information about what to do if their passport was affected by the Latitude Financial Services data breach can visit passports.govt.nz/latitude-financial-services-data-breach/

2. Is it still possible that impacted customers will need to replace their passports eventually?

If the passport has been renewed since they provided it to Latitude, there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

We are working closely with Latitude to identify impacted passport holders.

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

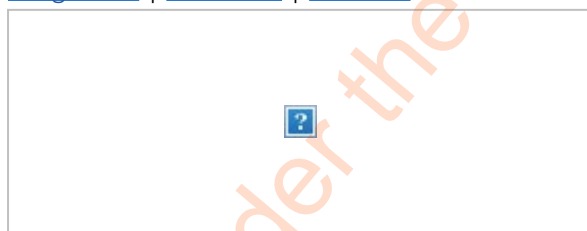
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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<https://www.gemfinance.co.nz/privacy/>.

Released under the Official Information Act 1982

From: [Cristian Cornejo](#)
To: [Maria Robertson](#); [Julia Wootton](#); [Media Internal Affairs](#)
Cc: [John Crawford-Smith](#)
Subject: RE: Newshub media enquiry
Date: Tuesday, 21 March 2023 5:05:40 pm
Attachments: [image001.png](#)

Kia ora Maria and Julia,

Latitude has now confirmed they are happy with the wording on this response, so I'm seeking your approval to send it out to [REDACTED] urgently, as the deadline for this passed 30 mins ago.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

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Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

We are working closely with Latitude to identify impacted passport holders.

Ngā mihi,

-ENDS-

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

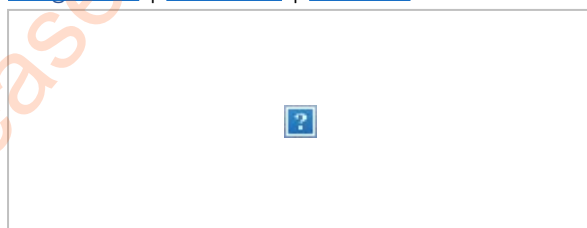
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Walls, Frederika (Latitude Financial) <Frederika.Walls@latitudefinancial.com>

Sent: Tuesday, 21 March 2023 4:57 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxxx.xx>

Cc: Julia Wootton <Julia.Wootton@dia.govt.nz>; John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>; Kingston, Lizzy (Latitude Financial) <Lizzy.Kingston@latitudefinancial.com>
Subject: RE: Newshub media enquiry

Kia ora - thanks for sending through, the answers look good. As confirmed in the media statement the number of passports is a small percentage - [media statement](#).

Thank you
Freddie

From: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Sent: Tuesday, 21 March 2023 4:30 pm

To: Walls, Frederika (Latitude Financial) <Frederika.Walls@latitudefinancial.com>

Cc: Julia Wootton <julia.wootton@dia.govt.nz>; John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>

Subject: [EXTERNAL] Newshub media enquiry

Importance: High

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Kia ora Frederika,

We've received the media enquiry below from Newshub and have drafted some answers which Julia has requested me to run by you.

We're particularly interested in any suggestions for question number 3.

Can you please let me know if you have any suggestions or comments at your earliest convenience, as the deadline for this enquiry was 4:30pm today.

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3. **How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?**

We are working closely with Latitude to identify impacted passport holders.

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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From: [Maria Robertson](#)
To: [Cristian Cornejo](#); [Nicki Le Grice](#)
Subject: Re: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22
Date: Tuesday, 21 March 2023 5:04:45 pm
Attachments: [image001.png](#)
[image002.png](#)


Thanks! I'll be there.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test


From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>
Sent: Tuesday, March 21, 2023 4:21:52 PM
To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>; Nicki Le Grice <xxxxx.xxxxxxxx@xxx.xxx.xx>
Subject: FW: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

Kia ora Maria and Nicki,
Please see below the details regarding tomorrow's AM Show interview.
Let me know if you have questions or need anything else.

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Sent: Tuesday, 21 March 2023 4:14 pm
To: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>
Subject: FW: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

See the following details regarding tomorrow's appearance on AM.

Ngā mihi nui,

Mary

Mary Burgess ([she/her](#))

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <[REDACTED]@discovery.com>

Sent: Tuesday, 21 March 2023 4:12 pm

To: Media Internal Affairs <media@dia.govt.nz>; [REDACTED]

[REDACTED] <[REDACTED]@discovery.com>

Subject: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

You don't often get email from [REDACTED] <[REDACTED]@discovery.com>. [Learn why this is important](#)

Hi there

Thank you for your time, we're looking forward to having you on AM!

Please see confirmed details of your interview below, do let us know if any details need to be updated.

Please note:

-
-
- If you are feeling unwell or displaying flu-like symptoms on the day of your interview, please let us know as soon as possible.
-
-
-
- Please call/txt [REDACTED]
- [REDACTED] when you arrive
- at the studio, or if you need to contact us urgently on the morning of your interview.
-

AM Interview Confirmation

Segment Details

Date | Wednesday, 22 March 2023

Studio Arrival Time | 0650 AM

On Air Time | 0720 AM

Topic | Latitude hack

Talent Details

Name | Maria Robertson

Designation | Department of Internal Affairs Deputy Chief Executive

Contact Details | cell number | media@dia.govt.nz

Social Media | Platform | @Handle
Please provide one only (FB, Tw, IG, Tik Tok)

Important Information

Location | Newshub Wellington Newsroom, 15 Walter Street, Te Aro, Wellington

Transport	Visitor parking is available on site. Please do not use other reserved car parks. Additional on-street parking is available if visitor parking is full. Taxi transfers can be arranged on request.
Appearance	There is no formal dress-code for the show, however as a national news show, we do ask you to dress tidily. Please do not wear stripes or busy patterns. You will be fitted with a lapel-microphone, so please do not wear bracelets or heavy jewellery that may make noise or bump against the microphone when you move.
Hair & Makeup	Please arrive camera ready. Please no wet-hair.
Language	Please remember, as we are on-air early in the morning, children may be watching, so take care with your language.
Copies of recordings	Unfortunately due to the high volume of content we produce, we can't guarantee your interview will be posted on our digital assets. We are also unable to provide a clipping of your interview. If you'd like to review your appearance, we suggest recording it on your own device.

Please let us know if you have any questions!



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Released under the Official Information Act 1982

From: [Maria Robertson](#)
To: [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [John Crawford-Smith](#); [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: Re: TV3 AM show media request
Date: Tuesday, 21 March 2023 5:04:09 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Thanks. Good to go!

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, March 21, 2023 4:44:26 PM

To: Julia Wootton <xxxxx.xxxxxx@xxx.xxx.xx>; Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>

Subject: RE: TV3 AM show media request

Kia ora Julia and Maria,

Please see below a new draft of our response to Newshub's first media enquiry about the Latitude Financial Services data breach, for your comments and approval.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Who should we be giving our passports to?

The primary purpose of the New Zealand Passport is to facilitate travel .

We understand that people do use it as a form of identification, but urge passport holders to exercise caution when providing their passport for this purpose.

For example, it is always good to enquire about how any copies of any of their identity documents are stored, shared and used when supplying this information to third parties.

Our advice is for people to keep their passport secure while they are using it, store it safely away from view when they are not, and never hand it over as a guarantee.

Additional tips for keeping your passport safe are available from

passports.govt.nz/travel-information/ and safetravel.govt.nz/passports-and-visas.

2. What is your advice to companies who request our passport information?

The collection, storage and use of passport information should comply with the provisions of the Privacy Act and companies should take particular care not to over collect personal information.

The Privacy Act 2020 governs how organisations and businesses can collect, store, use

and share personal information.

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

More information on these principles is available from [privacy.org.nz/privacy-act-2020/privacy-principles/](https://www.privacy.org.nz/privacy-act-2020/privacy-principles/).

If you need more information or advice for companies handling personal information, please contact the Privacy Commissioner.

We also suggest that businesses investigate other ways of confirming identity such as a RealMe verified identity.

RealMe makes it easier for people to access and use online services offered by both government and the private sector. The service has been created to build trust and confidence by adhering to New Zealand Government security, identity and privacy legislation.

Please visit realme.govt.nz/ for more information.

3. Are employees legally obligated to give up this information?

Please refer to our response to question number two. People are not legally obligated to provide passport information, and the collection, storage and use of passport information should comply with the provisions of the Privacy Act.

4. If passport information has been stolen through hacking, should you get a new one?

In relation to the Latitude Financial Services data breach, the Department has assessed the risk and determined that people do not need to apply for a new passport.

A passport cannot be renewed with just the information from the passport book alone, and DIA has robust processes in place to determine that only those who should be entitled to a new passport are able to get one.

For more information about what to do if your passport was affected by the Latitude Financial Services data breach, please visit passports.govt.nz/latitude-financial-services-data-breach/

5. Why are companies/organisations allowed to request passport information?

Please see response to question number two. The collection, storage and use of passport information should comply with the provisions of the Privacy Act.

6. Why or why isn't that ethical?

We do not believe it's the Department's place to answer this question.

7. Additional comments

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 3:36 pm

To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

Kia ora Cristian,

Looks fine to me

Regards

John Crawford-Smith | Principal Advisor

Te Pāhekoheko | Operations

Kāwai ki te Iwi | Service Delivery and Operations

Te Tari Taiwhenua | Department of Internal Affairs

M: [REDACTED]

www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 3:34 pm

To: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

Hi John,

I've drafted the response below based on the information you put together for us.

In this case we think less is probably more, so I've worked to provide answers that make sense without going into too much detail that might confuse audiences or prompt additional questions from the journalist.

Please let me know if you are happy with it and I'll send it to Julia and Maria for approval.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Who should we be giving our passports to?

Our advice is for people to keep their passport secure while they are using it, store it safely away from view when they are not, and never hand it over as a guarantee.

Additional tips for keeping your passport safe are available from passports.govt.nz/travel-information/ and safetravel.govt.nz/passports-and-visas.

2. What is your advice to companies who request our passport information?

The Privacy Act 2020 governs how organisations and businesses can collect, store, use and share personal information.

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

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If you need more information or advice for companies handling personal information, please

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We also suggest that businesses investigate other ways of confirming identity such as a RealMe verified identity.

RealMe makes it easier for people to access and use online services offered by both government and the private sector. The service has been created to build trust and confidence by adhering to New Zealand Government security, identity and privacy legislation.

Please visit realme.govt.nz/ for more information.

3. Are employees legally obligated to give up this information?

Please see response to question number two.

4. If passport information has been stolen through hacking, should you get a new one?

No, people don't need to get a new passport.

If a person's passport has been renewed since they provided it to the company or institution that has been compromised in the cyberattack, there is no need to do anything.

If they have not renewed their passport, there is also no need to replace the passport if it is still valid.

If they choose to replace their passport, the previous one will be cancelled once the Department receives the application.

Please note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

For more information about what to do if your passport was affected by the Latitude Financial Services data breach, please visit passports.govt.nz/latitude-financial-services-data-breach/

5. Why are companies/organisations allowed to request passport information?

Please see response to question number two.

6. Why or why isn't that ethical?

We do not believe it's the Department's place to answer this question.

7. Additional comments

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 2:23 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

How is this?

Regards

John

From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 2:14 pm

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>; Nicki Le Grice <xxxxx.xxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: RE: TV3 AM show media request

Thank you!

I will work with journalist and Nicki to find a time for you to do this.

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 2:06 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: RE: TV3 AM show media request

Hi

Yes, sure thing.

M

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 1:54 PM

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: FW: TV3 AM show media request

Importance: High

Kia ora Maria,

Please see below an enquiry we've got in the context of the Latitude Financial Services data breach.

John is working on a response, but in the meantime we're reaching to you because the journalist has also asked if someone would be available for an interview on passport safety for the AM Show tomorrow.

I believe the team has already been in touch with you about this, and I'm looking to confirm with you if you are willing and available to do this interview tomorrow morning.

If you are keen to do the interview, could you please let me know about your availability to drop by their studio tomorrow morning and I'll work with the journalist to coordinate.

If you'd rather have someone else do the interview, or decline the interview and just send the written response John is working on, let me know and we can work on that too.

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Rachel Prosser <[xxxxxx.xxxxxx@xxx.xxx.xx](#)>

Sent: Tuesday, 21 March 2023 1:02 pm

To: Cristian Cornejo <[xxxxxxx.xxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>

Cc: Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: Re: TV3 AM show media request

Hi all, am on leave but want to note that care is needed with a really tricky set of questions, which actually go beyond passports to the department's role in maintaining the identity management standards (saying what combination of documents should be required to verify identity identity). our role in AML CFT regulator which requires verifications, the future of Digital identity and our role promoting the IVS / Real Me Verified and the Confirmation service - organisations who use RealMe verified don't need the passport.

Q

Questions 3 and 5 look to privacy principles of necessity.

It also looks to the complex issue of data retention and whether passport data needs to be retained.

It's not that we cover all of those ; in the timeframe aligning the department would be tricky: it's more being careful that whatever we do advise isn't going across other parts of the department advise.

This is a good opportunity to promote Real Me verifies though.

It almost feels like Paul not Maria - I'd check that with her asap.

Get [Outlook for iOS](#)

From: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>
Sent: Tuesday, March 21, 2023 12:35 PM
To: John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>
Cc: Media Internal Affairs <media@dia.govt.nz>; Rachel Prosser <Rachel.Prosser@dia.govt.nz>
Subject: FW: TV3 AM show media request

Kia ora John,

I'm reaching out to you in Rachel's absence. She usually coordinates the responses to media enquiries and we work with her to get the responses out to journalists.

Please see below an enquiry we've got in the context of the Latitude Financial Services data breach. They are asking for advice on several aspects of passport information sharing.

I know there is some general advice about this on the passports website and that a page has been specifically set up for the Latitude data breach, but is there any more specific lines or advice that we could use to respond to this enquiry?

Please note the journalist has also asked if someone would be available for an interview on passport safety for the AM Show tomorrow. We can raise that request with Maria once we've put together our response to the enquiry.

Because they want this to be ready for the AM Show tomorrow, we should work towards providing the response **before COB today**.

Please let me know if you are able to help or point me towards someone who can.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

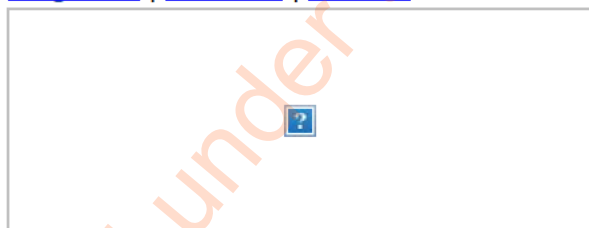
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: [REDACTED] <[REDACTED]@discovery.com>
Sent: Tuesday, 21 March 2023 11:34 am
To: Media Internal Affairs <media@dia.govt.nz>
Cc: [REDACTED] <[REDACTED]@discovery.com>
Subject: TV3 AM show media request

You don't often get email from [REDACTED] <[REDACTED]@discovery.com>. [Learn why this is important](#)

Kia ora,

I'm reaching out on behalf of TV3 AM's show.

In light of a recent hacking that saw thousands of kiwis' personal information jeopardised, we would like to get an official statement and possibly someone on air tomorrow morning to talk

about passport safety.

If we could get answers for the following, that would be amazing.

1. Who should we be giving our passports to?
2. What is your advice to companies who request our passport information?
3. Are employees legally obligated to give up this information?
4. If passport information has been stolen through hacking, should you get a new one?
5. Why are companies/organisations allowed to request passport information? 6. Why or why isn't that ethical?
7. Additional comments

Further context can be found in this article:

<https://www.newshub.co.nz/home/technology/2023/03/latitude-group-parent-company-of-genoapay-and-gem-hit-by-cyber-attack.html>



[WBD.COM](https://www.wbd.com)



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From: [Cristian Cornejo](#)
To: [Maria Robertson](#); [Nicki Le Grice](#)
Subject: FW: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22
Date: Tuesday, 21 March 2023 4:21:54 pm
Attachments: [image001.png](#)
[image002.png](#)

Kia ora Maria and Nicki,
Please see below the details regarding tomorrow's AM Show interview.
Let me know if you have questions or need anything else.

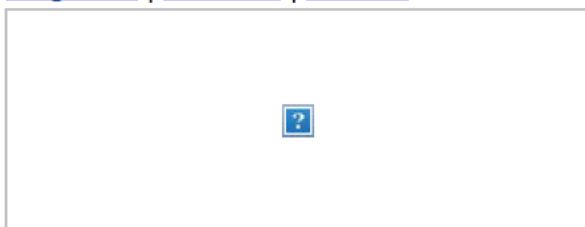
Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs
45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <media@dia.govt.nz>
Sent: Tuesday, 21 March 2023 4:14 pm
To: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>
Subject: FW: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

See the following details regarding tomorrow's appearance on AM.

Ngā mihi nui,
Mary

Mary Burgess ([she/her](#))

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>

Sent: Tuesday, 21 March 2023 4:12 pm

To: Media Internal Affairs <media@dia.govt.nz>; [REDACTED]

[REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>

Subject: AM CONFIRMATION - MARIA ROBERTSON - MARCH 22

You don't often get email from [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>. [Learn why this is important](#)

Hi there

Thank you for your time, we're looking forward to having you on AM!

Please see confirmed details of your interview below, do let us know if any details need to be updated.

Please note:

•

- If you are feeling unwell or displaying flu-like symptoms on the
- day of your interview, please let us know as soon as possible.
-
-
-
- Please call/txt
- [REDACTED]
- [REDACTED] when you arrive
- at the studio, or if you need to contact us urgently on the morning of your interview.
-

AM Interview Confirmation	
Segment Details	
Date	Wednesday, 22 March 2023
Studio Arrival Time	0650 AM
On Air Time	0720 AM
Topic	Latitude hack
Talent Details	
Name	Maria Robertson
Designation	Department of Internal Affairs Deputy Chief Executive
Contact Details	cell number xxxxx@xxx.xxxx.xx
Social Media <i>Please provide one only (FB, Tw, IG, Tik Tok)</i>	Platform @Handle
Important Information	
Location	Newshub Wellington Newsroom, 15 Walter Street, Te Aro, Wellington
Transport	Visitor parking is available on site. Please do not use other reserved car parks. Additional on-street parking is available if visitor parking is full. Taxi transfers can be arranged on request.
Appearance	There is no formal dress-code for the show, however as a national news show, we do ask you to dress tidily. Please do not wear stripes or busy patterns. You will be fitted with a lapel-microphone, so please do not wear bracelets or heavy jewellery that may make noise or bump against the microphone when you move.
Hair & Makeup	Please arrive camera ready. Please no wet-hair.
Language	Please remember, as we are on-air early in the morning, children may be watching, so take care with your language.
Copies of recordings	Unfortunately due to the high volume of content we produce, we can't guarantee your interview will be posted on our digital assets. We are also unable to provide a clipping of your interview. If you'd like to review your appearance, we suggest recording it on your own device.

Please let us know if you have any questions!



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From: [Cristian Cornejo](#)
To: [Julia Wootton](#); [Maria Robertson](#)
Cc: [John Crawford-Smith](#); [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: RE: Newshub
Date: Tuesday, 21 March 2023 4:20:18 pm
Attachments: [image001.png](#)
[image002.png](#)

Got it, Julia. Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 4:20 pm

To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxx.xx>; Maria Robertson <xxxxx.xxxxxxx@xxx.xxx.xx>

Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>

Subject: RE: Newshub

I am working with Latitude now to align our messaging to the last question – I'll confirm asap

From: Cristian Cornejo <[xxxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Tuesday, 21 March 2023 4:19 pm

To: Maria Robertson <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>

Cc: John Crawford-Smith <[xxxx.xxxxxxxxxxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>

Subject: FW: Newshub

Importance: High

Kia ora Julia and Maria,

Please see below a draft response to [REDACTED] media enquiry about the Latitude Financial Services data breach for your comments and approval.

This is the second enquiry that I told you about on my previous email.

I'd appreciate if you could get back to us asap on this, as this enquiry has a deadline of 4:30pm today.

A big thank you to [@John Crawford-Smith](#) who put together all the info for the response.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. **Why is it considered safe to continue using a passport if the details of this have been**

stolen?

We have assessed the risk and determined that people do not need to apply for a new passport.

Our Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology. This means people cannot get a passport in someone else's identity, even if they have their passport details.

It is also not possible to use passport details to travel in someone else's identity. For someone to travel using another person's passport information, they would need the actual passport, not just the passport details.

People wanting to find more information about what to do if their passport was affected by the Latitude Financial Services data breach can visit passports.govt.nz/latitude-financial-services-data-breach/

2. Is it still possible that impacted customers will need to replace their passports eventually?

If the passport has been renewed since they provided it to Latitude, there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

We are working closely with Latitude to identify impacted passport holders.

Ngā mihi,

-ENDS-

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 2:37 pm

To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>

Subject: RE: Newshub

Kia ora Cristina,

Refer to <https://www.passports.govt.nz/latitude-financial-services-data-breach/>

1. Why is it considered safe to continue using a passport if the details of this have been

stolen?

If the passport has been renewed since they provided it somewhere there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace their passport if it is still valid.

If someone chooses to replace their passport, the previous one will be cancelled once the Department receives the application.

Note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

The Department has robust controls that protect passports from identity takeover, including sophisticated facial recognition technology.

Someone would need the actual passport, not just the passport details.

If someone's passport has been lost or stolen, the person must let the Department's Passport Office know as soon as possible so we can cancel the passport and protect the person from any misuse.

2. Is it still possible that impacted customers will need to replace their passports eventually?

Refer above

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

It is currently 1342

Regards

John Crawford-Smith | Principal Advisor

Te Pāhekoheko | Operations

Kāwai ki te Iwi | Service Delivery and Operations

Te Tari Taiwhenua | Department of Internal Affairs

M: [REDACTED]

www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 2:21 pm

To: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>

Subject: FW: Newshub

Hi John,

We got some additional questions about the Latitude data breach from another journalist at Newshub.

The good news is these seem to be a lot more straightforward than the previous ones.

Can you please consider these ones as well while you work to answer the ones we sent to you earlier?

The deadline for these ones is 4:30pm today. If you think we won't be able to meet the deadline, let me know with time and we'll message the journalist asking for more time.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?
2. Is it still possible that impacted customers will need to replace their passports eventually?

3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber-attack according to what Latitude has told the DIA ?

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Sent: Tuesday, 21 March 2023 2:06 pm

To: Cristian Cornejo <[xxxxxxxxxxxx@xxx.xxx.xx](#)>

Subject: FW: Newshub

From: [REDACTED] <[@discovery.com](#)>

Sent: Tuesday, 21 March 2023 1:44 pm

To: Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: Newshub

Hi guys,

I have a query in relation to the cyber attack on Latitude Financial.

Below is a statement given to a NZ customer of Latitude finance company Gem citing some information from DIA.

1. Why is it considered safe to continue using a passport if the details of this have been stolen?
2. Is it still possible that impacted customers will need to replace their passports eventually?
3. How many NZ based customers of Latitude and associated businesses have been affected by the cyber attack according to what Latitude has told the DIA ?

Please come back to me by 430.

Cheers

On 16 March 2023, Latitude Financial Services (**Latitude**)¹ advised all customers and the market that it was responding to a malicious cyber-attack that resulted in the theft of personal information.

Regrettably, we are writing to you today to confirm that some of your personal information has been stolen.

We sincerely apologise that this happened. Protecting your personal information is of the utmost importance to Latitude and we are taking all necessary steps to secure our platforms.

This letter explains what happened, how we have responded and outlines further precautionary steps you can take to lower the risk of your information being potentially misused.

What happened?

Latitude is experiencing a malicious cyber-attack that has resulted in a data theft.

While Latitude took immediate action, we understand that the attacker, via a vendor, was able to steal Latitude employee login credentials before the incident was contained. The attacker appears to have used the employee login credentials to steal personal information.

We have alerted and are working with relevant authorities and law enforcement agencies, including the Australian Cyber Security Centre, as well as external cyber security experts.

Latitude also notified the Office of the Privacy Commissioner (OPC) about this incident on 16 March 2023. You have the right to make a complaint to the **OPC**. They are contactable at their website here [privacy.org.nz](https://www.privacy.org.nz).

What kind of information has been impacted?

We have so far identified that the incident has resulted in the following kinds of your personal information being compromised. We collected this information from you at the time you applied for credit or sought a quote from Latitude so we could verify your identity.

- The passport information you supplied which, where applicable, included your photograph, full name, date of birth, passport number and dates of issue and expiry.
- The personal information you supplied during your application or quote request which, where applicable, included your full name, address, and date of birth, and your phone number.
- A photograph of your face provided as part of Latitude's identity verification process.

Steps we are taking to help you

Replacement of identity documents

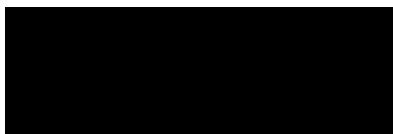
We are currently working with government agencies on the process to replace your stolen identity document (where

necessary) at no cost to you. In respect of any necessary replacement of New Zealand driver licences, we are not yet ready for you to contact the Waka Kotahi NZ Transport Agency. We are working as quickly as possible. We will write to you to provide tailored information depending on the information stolen and the requirements of the Waka Kotahi NZ Transport Agency.

Important: We are also working with government to determine which identity documents need to be replaced.

- You may not need to replace your driver licence if only some details are impacted, rather than a full copy or image of your driver licence.
- You may also not need to replace your identity document if you have renewed or replaced it since the time that you provided it to us.
- For New Zealand passport holders involved in this incident, the Department of Internal Affairs (DIA) has confirmed that impacted passports are still safe to use. Further information is available at passports.govt.nz

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From: [Cristian Cornejo](#)
To: [Julia Wootton](#); [Maria Robertson](#)
Cc: [John Crawford-Smith](#); [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: RE: TV3 AM show media request
Date: Tuesday, 21 March 2023 4:12:22 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Thanks for your feedback on this, Maria and Julia.

I'll send you a new version shortly.

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

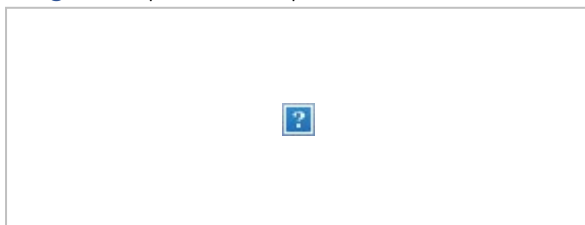
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 4:06 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxxx@xxx.xxx.xx>; Maria Robertson <xxxxxxxxxxxx@xxx.xxx.xx>

Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxx@xxx.xxx.xx>

Subject: RE: TV3 AM show media request

Hi team

Some thoughts from me below in red

From: Cristian Cornejo <xxxxxxxx.xxxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 3:42 pm

To: Maria Robertson <xxxx.xxxxxxxxx@xxx.xxx.xx>; Julia Wootton <xxxx.xxxxxxx@xxx.xxx.xx>

Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxx@xxx.xxx.xx>

Subject: FW: TV3 AM show media request

Importance: High

Kia ora Julia and Maria,

Please see below a draft response to Newshub's first media enquiry about the Latitude Financial Services data breach for your comments and approval.

There is a second enquiry that I will be sending to you shortly for the same purposes.

I'd appreciate if you could get back to us asap on this, as both enquiries have deadlines within the next hour.

A big thank you to [@John Crawford-Smith](#) who put together all the info for the response.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Who should we be giving our passports to?

The primary purpose of the New Zealand Passport is to facilitate travel. We understand that people do use it as a form of identification but urge passport holders to exercise caution and enquire about how any copies of any of their identity documents are stored, shared and used when supplying this information to third parties.

Our advice is for people to keep their passport secure while they are using it, store it safely away from view when they are not, and never hand it over as a guarantee.

Additional tips for keeping your passport safe are available from

passports.govt.nz/travel-information/ and safetravel.govt.nz/passports-and-visas.

2. What is your advice to companies who request our passport information?

The New Zealand passport is property of the New Zealand Government. The collection, storage and use of passport information should comply with the provisions of the Privacy Act and companies should take particular care not to over collect personal information.

The Privacy Act 2020 governs how organisations and businesses can collect, store, use and share personal information.

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

More information on these principles is available from privacy.org.nz/privacy-act-2020/privacy-principles/.

If you need more information or advice for companies handling personal information, please contact the Privacy Commissioner.

We also suggest that businesses investigate other ways of confirming identity such as a RealMe verified identity.

RealMe makes it easier for people to access and use online services offered by both government and the private sector. The service has been created to build trust and confidence by adhering to New Zealand Government security, identity and privacy legislation.

Please visit realme.govt.nz/ for more information.

3. Are employees legally obligated to give up this information?

Please see response to question number two. ?? I don't understand this response

4. If passport information has been stolen through hacking, should you get a new one?

In relation to the Latitude Financial Services data breach we have assessed the risk and determined that people do not need to apply for a new passport. A passport cannot be renewed with just the information from the passport book alone and DIA has robust processes in place to determine that only those who should be entitled to a new passport are able to get one.

No, people don't need to get a new passport.

If a person's passport has been renewed since they provided it to the company or institution that has been compromised in the cyberattack, there is no need no need to do anything.

If they have not renewed their passport, there is also no need to replace the passport if it is still valid.

If they choose to replace their passport, the previous one will be cancelled once the Department receives the application.

Please note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued. For more information about what to do if your passport was affected by the Latitude Financial Services data breach, please visit passports.govt.nz/latitude-financial-services-data-breach/

5. Why are companies/organisations allowed to request passport information?

Please see response to question number two.

6. Why or why isn't that ethical?

We do not believe it's the Department's place to answer this question.

7. Additional comments

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 3:36 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

Kia ora Cristian,

Looks fine to me

Regards

John Crawford-Smith | Principal Advisor

Te Pāhekoheko | Operations

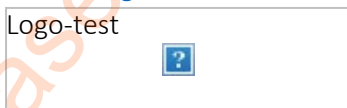
Kāwai ki te Iwi | Service Delivery and Operations

Te Tari Taiwhenua | Department of Internal Affairs

M: [REDACTED]

www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 3:34 pm

To: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

Hi John,

I've drafted the response below based on the information you put together for us.

In this case we think less is probably more, so I've worked to provide answers that make sense without going into too much detail that might confuse audiences or prompt additional questions from the journalist.

Please let me know if you are happy with it and I'll send it to Julia and Maria for approval.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Who should we be giving our passports to?

Our advice is for people to keep their passport secure while they are using it, store it safely away from view when they are not, and never hand it over as a guarantee.

Additional tips for keeping your passport safe are available from passports.govt.nz/travel-information/ and safetravel.govt.nz/passports-and-visas.

2. What is your advice to companies who request our passport information?

The Privacy Act 2020 governs how organisations and businesses can collect, store, use and share personal information.

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

More information on these principles is available from privacy.org.nz/privacy-act-2020/privacy-principles/.

If you need more information or advice for companies handling personal information, please contact the Privacy Commissioner.

We also suggest that businesses investigate other ways of confirming identity such as a RealMe verified identity.

RealMe makes it easier for people to access and use online services offered by both government and the private sector. The service has been created to build trust and confidence by adhering to New Zealand Government security, identity and privacy legislation.

Please visit realme.govt.nz/ for more information.

3. Are employees legally obligated to give up this information?

Please see response to question number two.

4. If passport information has been stolen through hacking, should you get a new one?

No, people don't need to get a new passport.

If a person's passport has been renewed since they provided it to the company or institution that has been compromised in the cyberattack, there is no need to do anything.

If they have not renewed their passport, there is also no need to replace the passport if it is still valid.

If they choose to replace their passport, the previous one will be cancelled once the Department receives the application.

Please note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

For more information about what to do if your passport was affected by the Latitude Financial Services data breach, please visit passports.govt.nz/latitude-financial-services-data-breach/

5. Why are companies/organisations allowed to request passport information?

Please see response to question number two.

6. Why or why isn't that ethical?

We do not believe it's the Department's place to answer this question.

7. Additional comments

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: John Crawford-Smith <[xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx](#)>

Sent: Tuesday, 21 March 2023 2:23 pm

To: Cristian Cornejo <[xxxxxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Subject: RE: TV3 AM show media request

How is this?

Regards

John

From: Cristian Cornejo <[xxxxxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Sent: Tuesday, 21 March 2023 2:14 pm

To: Maria Robertson <[xxxxx.xxxxxxxxx@xxx.xxxx.xx](#)>; Nicki Le Grice

<[xxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Cc: Media Internal Affairs <[xxxxx@xxx.xxxx.xx](#)>; John Crawford-Smith <[John.Crawford-](#)

[xxxxx@xxx.xxxx.xx](#)>; Sean O'Neill <[Sean.O'xxxxx@xxx.xxxx.xx](#)>; Rachel Prosser

<[xxxxxx.xxxxxxx@xxx.xxxx.xx](#)>

Subject: RE: TV3 AM show media request

Thank you!

I will work with journalist and Nicki to find a time for you to do this.

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Maria Robertson <[xxxxx.xxxxxxxxx@xxx.xxxx.xx](#)>

Sent: Tuesday, 21 March 2023 2:06 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Subject: RE: TV3 AM show media request

Hi

Yes, sure thing.

M

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 1:54 PM

To: Maria Robertson <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Subject: FW: TV3 AM show media request

Importance: High

Kia ora Maria,

Please see below an enquiry we've got in the context of the Latitude Financial Services data breach.

John is working on a response, but in the meantime we're reaching to you because the journalist has also asked if someone would be available for an interview on passport safety for the AM Show tomorrow.

I believe the team has already been in touch with you about this, and I'm looking to confirm with you if you are willing and available to do this interview tomorrow morning.

If you are keen to do the interview, could you please let me know about your availability to drop by their studio tomorrow morning and I'll work with the journalist to coordinate.

If you'd rather have someone else do the interview, or decline the interview and just send the written response John is working on, let me know and we can work on that too.

Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 1:02 pm

To: Cristian Cornejo <xxxxxx.xxxxxxx@xxx.xxxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>

Subject: Re: TV3 AM show media request

Hi all, am on leave but want to note that care is needed with a really tricky set of questions, which actually go beyond passports to the department's role in maintaining the identity management standards (saying what combination of documents should be required to verify identity identity). our role in AML CFT regulator which requires verifications, the future of Digital identity and our role promoting the IVS / Real Me Verified and the Confirmation service - organisations who use RealMe verified don't need the passport.

Q

Questions 3 and 5 look to privacy principles of necessity.

It also looks to the complex issue of data retention and whether passport data needs to be retained.

It's not that we cover all of those ; in the timeframe aligning the department would be tricky: it's more being careful that whatever we do advise isn't going across other parts of the department advise.

This is a good opportunity to promote Real Me verifies though.

It almost feels like Paul not Maria - I'd check that with her asap.

Get [Outlook for iOS](#)

From: Cristian Cornejo <xxxxxx.xxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, March 21, 2023 12:35 PM

To: John Crawford-Smith <xxxx.xxxxxxxxxxxxxxx@xxx.xxxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>; Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxxx.xx>

Subject: FW: TV3 AM show media request

Kia ora John,

I'm reaching out to you in Rachel's absence. She usually coordinates the responses to media enquiries and we work with her to get the responses out to journalists.

Please see below an enquiry we've got in the context of the Latitude Financial Services data breach. They are asking for advice on several aspects of passport information sharing.

I know there is some general advice about this on the passports website and that a page has been specifically set up for the Latitude data breach, but is there any more specific lines or advice that we could use to respond to this enquiry?

Please note the journalist has also asked if someone would be available for an interview on passport safety for the AM Show tomorrow. We can raise that request with Maria once we've put together our response to the enquiry.

Because they want this to be ready for the AM Show tomorrow, we should work towards providing the response **before COB today**.

Please let me know if you are able to help or point me towards someone who can.

Ngā mihi,

Cristián Cornejo (he/him)

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications
Te Tari Taiwhenua | Department of Internal Affairs
45 Pipitea Street | PO Box 805, Wellington 6140
Mobile: [REDACTED]
dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>
Sent: Tuesday, 21 March 2023 11:34 am
To: Media Internal Affairs <media@dia.govt.nz>
Cc: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>
Subject: TV3 AM show media request

You don't often get email from [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>. [Learn why this is important](#)

Kia ora,

I'm reaching out on behalf of TV3 AM's show.

In light of a recent hacking that saw thousands of kiwis' personal information jeopardised, we would like to get an official statement and possibly someone on air tomorrow morning to talk about passport safety.

If we could get answers for the following, that would be amazing.

1. Who should we be giving our passports to?
2. What is your advice to companies who request our passport information?
3. Are employees legally obligated to give up this information?
4. If passport information has been stolen through hacking, should you get a new one?
5. Why are companies/organisations allowed to request passport information? 6. Why or why isn't that ethical?
7. Additional comments

Further context can be found in this article:

<https://www.newshub.co.nz/home/technology/2023/03/latitude-group-parent-company-of-genoapay-and-gem-hit-by-cyber-attack.html>



WBD.COM



From: [Maria Robertson](#)
To: [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [John Crawford-Smith](#); [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: RE: TV3 AM show media request
Date: Tuesday, 21 March 2023 4:04:04 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Hi

Great start. If we put ourselves in the citizen shoes, we can and probably should say more about this from their perspective. What's our advice to them when they are asked to provide info? Sometimes it is relevant and necessary depending on the circumstance. However, we advise people to think critically about it and avoid over-sharing their data. This can happen when people are asked to provide a copy of their data etc. Can this be fleshed out please?

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 3:42 PM

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>; Julia Wootton <xxxxx.xxxxxxxx@xxx.xxx.xx>

Cc: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>

Subject: FW: TV3 AM show media request

Importance: High

Kia ora Julia and Maria,

Please see below a draft response to Newshub's first media enquiry about the Latitude Financial Services data breach for your comments and approval.

There is a second enquiry that I will be sending to you shortly for the same purposes.

I'd appreciate if you could get back to us asap on this, as both enquiries have deadlines within the next hour.

A big thank you to [@John Crawford-Smith](#) who put together all the info for the response.

-STARTS-

Kia ora [REDACTED]

Thanks for your enquiry. Please see our answer below, which can be attributed to Julia Wootton, General Manager Services and Access at Te Tari Taiwhenua Department of Internal Affairs.

1. Who should we be giving our passports to?

Our advice is for people to keep their passport secure while they are using it, store it safely away from view when they are not, and never hand it over as a guarantee.

Additional tips for keeping your passport safe are available from

passports.govt.nz/travel-information/ and safetravel.govt.nz/passports-and-visas.

2. What is your advice to companies who request our passport information?

The Privacy Act 2020 governs how organisations and businesses can collect, store, use and share personal information.

The Privacy Act has 13 privacy principles that govern how businesses and organisations should collect, handle and use personal information.

More information on these principles is available from privacy.org.nz/privacy-act-2020/privacy-principles/.

If you need more information or advice for companies handling personal information, please contact the Privacy Commissioner.

We also suggest that businesses investigate other ways of confirming identity such as a RealMe verified identity.

RealMe makes it easier for people to access and use online services offered by both government and the private sector. The service has been created to build trust and confidence by adhering to New Zealand Government security, identity and privacy legislation.

Please visit realme.govt.nz/ for more information.

3. Are employees legally obligated to give up this information?

Please see response to question number two.

4. If passport information has been stolen through hacking, should you get a new one?

No, people don't need to get a new passport.

If a person's passport has been renewed since they provided it to the company or institution that has been compromised in the cyberattack, there is no need to do anything.

If they have not renewed their passport, there is also no need to replace the passport if it is still valid.

If they choose to replace their passport, the previous one will be cancelled once the Department receives the application.

Please note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

For more information about what to do if your passport was affected by the Latitude Financial Services data breach, please visit passports.govt.nz/latitude-financial-services-data-breach/

5. Why are companies/organisations allowed to request passport information?

Please see response to question number two.

6. Why or why isn't that ethical?

We do not believe it's the Department's place to answer this question.

7. Additional comments

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>

Sent: Tuesday, 21 March 2023 3:36 pm

To: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Subject: RE: TV3 AM show media request

Kia ora Cristian,

Looks fine to me

Regards

John Crawford-Smith | Principal Advisor

Te Pāhekoheko | Operations

Kāwai ki te Iwi | Service Delivery and Operations

Te Tari Taiwhenua | Department of Internal Affairs

M: [REDACTED]

www.dia.govt.nz

Logo-test



From: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Sent: Tuesday, 21 March 2023 3:34 pm

To: John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>

Subject: RE: TV3 AM show media request

Hi John,

I've drafted the response below based on the information you put together for us.

In this case we think less is probably more, so I've worked to provide answers that make sense without going into too much detail that might confuse audiences or prompt additional questions from the journalist.

Please let me know if you are happy with it and I'll send it to Julia and Maria for approval.

-STARTS-

Kia ora [REDACTED]

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Please note that a cancelled passport cannot be used for travel or identification purposes. The person will need to wait until a replacement passport has been issued.

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5. Why are companies/organisations allowed to request passport information?

Please see response to question number two.

6. Why or why isn't that ethical?

We do not believe it's the Department's place to answer this question.

7. Additional comments

No additional comments.

Ngā mihi,

-ENDS-

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: John Crawford-Smith <xxxx.xxxxxxxxxxxxxx@xxx.xxxx.xx>

Sent: Tuesday, 21 March 2023 2:23 pm

To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>

Subject: RE: TV3 AM show media request

How is this?

Regards

John

From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 2:14 pm

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>; Nicki Le Grice <xxxxx.xxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: RE: TV3 AM show media request

Thank you!

I will work with journalist and Nicki to find a time for you to do this.

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 2:06 pm

To: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: RE: TV3 AM show media request

Hi

Yes, sure thing.

M

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>

Sent: Tuesday, 21 March 2023 1:54 PM

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxx.xx>; Rachel Prosser <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: FW: TV3 AM show media request

Importance: High

Kia ora Maria,

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John is working on a response, but in the meantime we're reaching to you because the journalist has also asked if someone would be available for an interview on passport safety for the AM Show tomorrow.

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Thanks!

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Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Rachel Prosser <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Tuesday, 21 March 2023 1:02 pm

To: Cristian Cornejo <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>

Cc: Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: Re: TV3 AM show media request

Hi all, am on leave but want to note that care is needed with a really tricky set of questions, which actually go beyond passports to the department's role in maintaining the identity management standards (saying what combination of documents should be required to verify identity identity). our role in AML CFT regulator which requires verifications, the future of Digital identity and our role promoting the IVS / Real Me Verified and the Confirmation service - organisations who use RealMe verified don't need the passport.

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Questions 3 and 5 look to privacy principles of necessity.

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Get [Outlook for iOS](#)

From: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>
Sent: Tuesday, March 21, 2023 12:35 PM
To: John Crawford-Smith <John.Crawford-Smith@dia.govt.nz>
Cc: Media Internal Affairs <media@dia.govt.nz>; Rachel Prosser <Rachel.Prosser@dia.govt.nz>
Subject: FW: TV3 AM show media request

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Please let me know if you are able to help or point me towards someone who can.

Ngā mihi,

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Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: [REDACTED] <[REDACTED]@discovery.com>
Sent: Tuesday, 21 March 2023 11:34 am
To: Media Internal Affairs <media@dia.govt.nz>
Cc: [REDACTED] <[REDACTED]@discovery.com>
Subject: TV3 AM show media request

You don't often get email from [REDACTED] <[REDACTED]@discovery.com>. [Learn why this is important](#)

Kia ora,

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7. Additional comments

Further context can be found in this article:

<https://www.newshub.co.nz/home/technology/2023/03/latitude-group-parent-company-of-genoapay-and-gem-hit-by-cyber-attack.html>

--



[WBD.COM](https://www.wbd.com)



Released under the Official Information Act 1982

From: [Maria Robertson](#)
To: [Jeremy Williams](#); [Media Internal Affairs](#); [Tiffany Scott](#)
Subject: Re: LFS - cyber-incident
Date: Wednesday, 29 March 2023 5:35:49 pm
Attachments: [image002.png](#)
[image003.png](#)

Yes, that's fine thanks.

If need be, go back to my messaging on the AM show last Wednesday.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Jeremy Williams <xxxxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Wednesday, March 29, 2023 1:53:56 PM
To: Media Internal Affairs <xxxxx@xxx.xxxx.xx>; Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>; Tiffany Scott <xxxxxxx.xxxxx@xxx.xxxx.xx>
Subject: RE: LFS - cyber-incident

I think we have to be comfortable as ultimately latitude are the people that are in possession of that information.

[@Maria Robertson](#) and/or [@Tiffany Scott](#) – are you happy for us to run with the figures latitude have provided below?

- Jeremy

From: Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Sent: Wednesday, 29 March 2023 4:47 PM
To: Jeremy Williams <xxxxxx.xxxxxxxx@xxx.xxxx.xx>
Subject: FW: LFS - cyber-incident

Kia ora Jeremy,

Cristian has passed this over to me while he deals with another piece of work. We have noted that the figure is already out there on TVNZ's website:

[Latitude confirms 34,600 NZ passports caught up in hack \(1news.co.nz\)](#)

Presumably that has come directly from Latitude.

Are you comfortable with me going back to the media who have asked and providing that approx.34.7k NZ figure? Should we also clarify that that figure is for passport numbers only and that there are also 1,347 NZ passport images compromised?

Do we need to run this past Maria/Tiffany before it goes? In which case are we happy with: *Latitude has advised that there are approximately 34,700 New Zealand passport numbers and 1347 New Zealand passport images compromised.*

Ngā mihi nui,

Mary

Mary Burgess (she/her)

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Sent: Wednesday, 29 March 2023 4:30 pm

To: Media Internal Affairs <media@dia.govt.nz>

Subject: FW: LFS - cyber-incident

FYI

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>

Sent: Wednesday, 29 March 2023 4:22 pm

To: Jeremy Williams <Jeremy.Williams@dia.govt.nz>; Julia Wootton

<Julia.Wootton@dia.govt.nz>; Walls, Frederika (Latitude Financial)

<Frederika.Walls@latitudefinancial.com>

Cc: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Subject: RE: LFS - cyber-incident

You don't often get email from brendon.cutt@latitudefinancial.com. [Learn why this is important](#)

Hi Jeremy

The number I have is ~34.7L NZ passport numbers only and 1,347 NZ passport images compromised.

Adding my colleague [@Walls, Frederika \(Latitude Financial\)](#), who is also NZ-based, and can shed some light on our media responses, if it helps.

Regards, Brendon

From: Jeremy Williams <Jeremy.Williams@dia.govt.nz>

Sent: Wednesday, 29 March 2023 3:42 pm

To: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>; Julia Wootton

<julia.wootton@dia.govt.nz>

Cc: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Subject: [EXTERNAL] RE: LFS - cyber-incident

Importance: High

CAUTION: This email is from an external sender

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Hi Brendon,

I appreciate this is a busy time but I am hoping you can shed some light on the number of NZ passports that have been compromised as a result of this breach. We're receiving a number of media queries relating to the figure and we wish to be as pro-active as possible in this space. Please advise at as soon as possible.

- Jeremy

From: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>

Sent: Monday, 27 March 2023 1:21 PM

To: Julia Wootton <Julia.Wootton@dia.govt.nz>

Cc: Jeremy Williams <Jeremy.Williams@dia.govt.nz>

Subject: RE: LFS - cyber-incident

You don't often get email from brendon.cutt@latitudefinancial.com. [Learn why this is important](#)

We do not yet have an AU v NZ split. The data is being analysed now. I can advise that the vast bulk of ID numbers is currently understood to be driver licences, not passports. I will share number of impacted NZ passports when available.

Regards, Brendon

General Manager, Compliance and Conduct Risk

Latitude Financial Services

From: Julia Wootton <Julia.Wootton@dia.govt.nz>

Sent: Monday, 27 March 2023 12:52 pm

To: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>

Cc: Jeremy Williams <Jeremy.Williams@dia.govt.nz>

Subject: [EXTERNAL] RE: LFS - cyber-incident

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Please think before responding, clicking links or opening attachments.

Thanks Brendon,

I am out of the office this week, so have forwarded your note to my colleague Jeremy (copied here).

If you have any updates on numbers of, or names of, any NZ passport holders affected I would appreciate if you could note those to Jeremy and I this week.

Thanks

Julia

From: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>

Sent: Monday, 27 March 2023 12:49 pm

To: Julia Wootton <Julia.Wootton@dia.govt.nz>

Subject: LFS - cyber-incident

Hi Julia

A further announcement to the ASX today - unfortunately, a significant number of additional ID numbers stolen.

Please let me know if you would like to discuss.

Brendon

General Manager, Compliance and Conduct Risk

Latitude Financial Services

[REDACTED]

From: Cutt, Brendon (Latitude Financial)
Sent: Wednesday, 22 March 2023 1:01 pm
To: 'Julia Wootton' <Julia.Wootton@dia.govt.nz>
Subject: RE: Data breach wording

Hi Julia

We have released a further ASX update, per attached.

Our continuing investigations have provided further evidence of large-scale information theft affecting customers (past and present) and applicants across New Zealand and Australia. We do not currently know the number of customers and applicants affected and the type of personal information that has been stolen but we are working urgently to understand this.

Brendon

General Manager, Compliance and Conduct Risk
Latitude Financial Services

[REDACTED]

From: Cutt, Brendon (Latitude Financial)
Sent: Monday, 20 March 2023 3:10 pm
To: Julia Wootton <Julia.Wootton@dia.govt.nz>
Subject: RE: Data breach wording

Hi Julia

Just by way of an update, please see an ASX announcement we made earlier today.

Brendon

From: Julia Wootton <Julia.Wootton@dia.govt.nz>
Sent: Monday, 20 March 2023 9:16 am
To: Cutt, Brendon (Latitude Financial) <Brendon.Cutt@latitudefinancial.com>
Subject: [EXTERNAL] FW: Data breach wording
Importance: High

CAUTION: This email is from an external sender

[Report Suspicious](#)

Please think before responding, clicking links or opening attachments.

Kia ora Brendon

Please see below our intended publication in relation to the data breach. Let me know if you have any feedback

Thanks

Julia

Draft banner wording:

Latitude Financial Services (GEM Finance) in Australia has advised of a cyberattack which may have compromised New Zealand passport holders' information. See here for more information.

(link to page below)

Draft web page wording

Latitude Financial Services data breach

Latitude Financial Services (also trading as GEM Finance in New Zealand), an Australian finance company, has recently advised customers of a cyberattack which may have resulted in unauthorised access to current and former customers' information held by the company.

How do I know if I have been impacted by the data breach?

Latitude Financial Services is notifying all affected customers about the data breach. This includes New Zealand passport holders who provided their New Zealand passport as part of setting up their accounts with Latitude Financial Services.

If you are not contacted by Latitude Financial Services, you have not been impacted by the breach.

What passport details could have been exposed?

Some people had their New Zealand passport details compromised.

A copy of your passport bio-data page may have been exposed.

Latitude Financial Services will advise you if your New Zealand passport details were compromised.

Do I need to replace my passport if I have been impacted?

No, you don't have to.

If you have renewed your passport since signing up with Latitude Financial Services, you do not need to do anything.

If you have not renewed your passport, there is no need to replace your passport if it is still valid.

Can I use my passport to travel?

Yes, your passport is safe to use for international travel. Your passport remains valid for travel unless it has expired or it has been renewed.

Could someone else get a passport in my identity?

No. We use robust controls that protect your passport from identity takeover, including sophisticated facial recognition technology.

Could someone use my passport details to travel in my identity?

No. They would need your actual passport, not just your passport details.

If your passport has been lost or stolen, you must let the Department of Internal Affairs (DIA) Passport Office know as soon as possible so we can cancel your passport and protect you from any misuse.

Further information about lost and stolen passports is available here:

[Lost, stolen or damaged passport](#)

Is it still safe to use my passport as proof of identity?

Impacted Latitude Financial Services customers may be concerned their passport details could be misused to commit identity fraud.

You have the option to ask DIA to apply a block in the Australia Document Verification Service (DVS) system on your behalf. This block will mean that your passport number cannot be used for digital verification in Australia, but you can still use your passport to verify your identity in person as required, such as for the purposes of taking out a loan, or a phone plan.

If you want DIA to apply a block in DVS, email us at: xxxxxxxxxxxx@xxx.xxx.xx.

Let us know your current passport number, name and contact phone number, including area and country codes – we'll call from New Zealand. Put 'Latitude Financial Services' in the subject line.

Is my passport still valid if I replace it?

If you choose to replace your passport, the previous one will be cancelled once we receive your application.

Note that a cancelled passport cannot be used for travel or identification purposes.

You will need to wait until a replacement passport has been issued.

Information about passport timeframes is available here:

[Passport timeframes](#)

What happens if I replace my New Zealand passport while I am overseas?

We understand that you may be worried that you could be stranded without any valid ID overseas. If you have upcoming international travel planned, we recommend that you travel on your current passport.

If you would like to replace your passport, contact DIA to discuss your upcoming travel plans before cancelling your passport.

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From: [Jeremy Williams](#)
To: [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [Maria Robertson](#); [John Crawford-Smith](#); [Media Internal Affairs](#)
Subject: RE: TVNZ query
Date: Wednesday, 29 March 2023 3:37:16 pm
Attachments: [image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

I will follow up with latitude directly now

- Jeremy

From: Cristian Cornejo <xxxxxxx.xxxxxx@xxx.xxxx.xx>
Sent: Wednesday, 29 March 2023 3:36 PM
To: Jeremy Williams <xxxxxx.xxxxxxxx@xxx.xxxx.xx>; Julia Wootton <xxxxx.xxxxxxx@xxx.xxxx.xx>
Cc: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxxx.xx>; Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Subject: FW: TVNZ query
Importance: High

Kia ora tīma,

As you might have seen in the news, the Latitude breach story is becoming bigger by the minute. We are getting media enquiries about the number of passports affected on a daily basis. We have been using the agreed line – that we are still working closely with Latitude, but can't provide an updated number because the data is still being analysed – but it would really help if we can provide an update on the number as soon as possible and work with Latitude to get regular updates in the coming weeks.

I know we've come to you with this same request earlier this week and that a lot of it is out of our control, but considering this is one of the biggest news stories right now, we think it's worth insisting with Latitude so we can answer the questions from the media to demonstrate we are on top of this .

Thank you and please let us know if we can help in any way.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

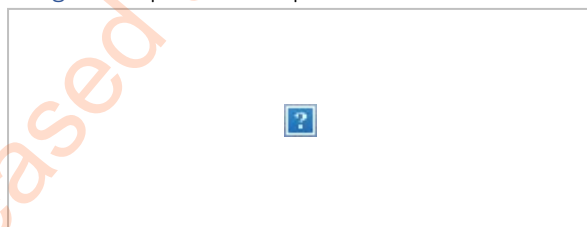
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <xxxxx@xxx.xxxx.xx >
Sent: Wednesday, 29 March 2023 3:00 pm
To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>
Subject: FW: TVNZ query
Kia ora Cristian,

Is there any update? This is an ongoing story and we will be getting requests for updated figures while it remains a lead news item. It would be great if Latitude had provided something we can pass on to media today.

Ngā mihi nui,

Mary

Mary Burgess (she/her)

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <[REDACTED]@tvnz.co.nz>

Sent: Wednesday, 29 March 2023 2:26 pm

To: Media Internal Affairs <media@dia.govt.nz>

Subject: Re: TVNZ query

Hi Mary - just wondering where you got with this update on Latitude?

Cheers!

From: Media Internal Affairs <media@dia.govt.nz>

Sent: 28 March 2023 10:11 AM

To: [REDACTED] <[REDACTED]@tvnz.co.nz>

Subject: RE: TVNZ query

Already on it for you [REDACTED]. I've asked them to push for an update today and I will come back to you with it as soon as we get something from Latitude.

Cheers, Mary

From: [REDACTED] <[REDACTED]@tvnz.co.nz>

Sent: Tuesday, 28 March 2023 9:59 am

To: Media Internal Affairs <media@dia.govt.nz>

Subject: Re: TVNZ query

Hi Mary - if this changes today - could you keep me posted?

From: Media Internal Affairs <media@dia.govt.nz>

Sent: Monday, March 27, 2023 2:49:51 PM

To: [REDACTED] <[REDACTED]@tvnz.co.nz>

Subject: RE: TVNZ query

Kia ora [REDACTED]

I have the following response for you:

We are still working closely with Latitude, but can't provide an updated number because the data is still being analysed

Ngā mihi nui,

Mary

Mary Burgess (she/her)

Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Media phone | [REDACTED]

DIA Logo - Email Signature



dia.govt.nz | [Facebook](#) | [LinkedIn](#)

From: [REDACTED] <[\[REDACTED\]@tvnz.co.nz](mailto:[REDACTED]@tvnz.co.nz)>

Sent: Monday, 27 March 2023 1:08 pm

To: Media Internal Affairs <media@dia.govt.nz>

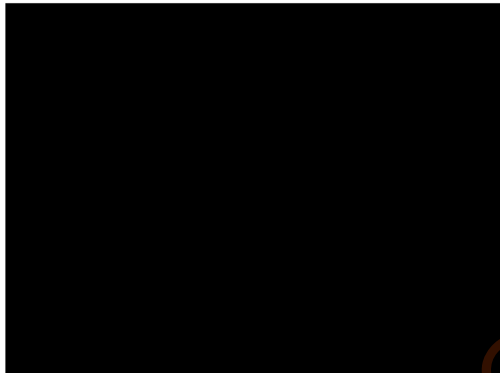
Subject: TVNZ query

Hi there,

I see Latitude has just put out an update confirming their hack is worse than initially thought - and say that 53,000 passports were taken.

Can someone from DIA confirm the number of NZ ones impacted if it's changed from last week?

Cheers,



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From: [Jeremy Williams](#)
To: [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [Maria Robertson](#); [John Crawford-Smith](#); [Media Internal Affairs](#)
Subject: RE: Newshub - Update on Latitude hack
Date: Tuesday, 28 March 2023 11:14:37 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

The moment Latitude give us those numbers we will pass them on.

- Jeremy

From: Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>
Sent: Tuesday, 28 March 2023 10:58 AM
To: Jeremy Williams <xxxxxx.xxxxxxx@xxx.xxx.xx>; Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx>
Cc: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: RE: Newshub - Update on Latitude hack

Kia ora team,

We didn't hear back from you about updated numbers for affected passports, so we went back to the journalists with the agreed line about the data still being analysed.

However, we're still keen on providing an update when we know what the latest numbers are, so please let us know when you hear back from Latitude about this.

Thank you!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

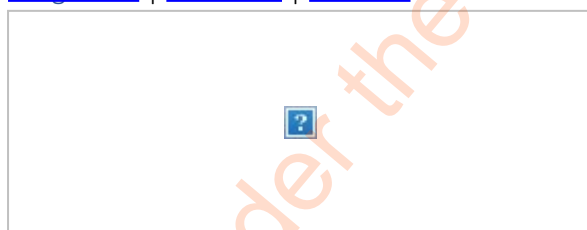
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Jeremy Williams <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>
Sent: Monday, 27 March 2023 2:01 pm
To: Cristian Cornejo <[xxxxxxxx.xxxxxx@xxx.xxx.xx](#)>; Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>
Cc: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>
Subject: RE: Newshub - Update on Latitude hack

Hi Cristian,

I've gone back to them to indicate we would like these numbers asap but obviously this remains out of our control. I will let you know if we get any further updates asap.

In the instance I cant get anything additional, your final paragraph is spot on – i.e. we're still waiting on Latitude.

I've attached the latest update we've got.

Jeremy

From: Cristian Cornejo <xxxxxxxxxxxx@xxx.xxx.xx>

Sent: Monday, 27 March 2023 1:57 PM

To: Julia Wootton <xxxxx@xxx.xxx.xx>; Jeremy Williams <xxxxxxxxxxxx@xxx.xxx.xx>

Cc: Maria Robertson <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: RE: Newshub - Update on Latitude hack

Thanks for the quick reply, Julia.

Do you think we could push for a number before the end of the day? It would reflect better on the Department if we were known to have the latest information, reinforcing the idea that we are on top of this.

If a getting a number before the end of the day is not possible, we can say we're still working closely with Latitude, but can't provide an update number because the data is still being analysed.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Julia Wootton <xxxxx@xxx.xxx.xx>

Sent: Monday, 27 March 2023 1:26 pm

To: Cristian Cornejo <xxxxxxxxxxxx@xxx.xxx.xx>; Jeremy Williams <xxxxxxxxxxxx@xxx.xxx.xx>

Cc: Maria Robertson <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: RE: Newshub - Update on Latitude hack

I've been in touch with Latitude this morning asking for an update on numbers. They don't have anything further at this stage as they are still analysing the dataset.

From: Cristian Cornejo <xxxxxxxxxxxx@xxx.xxx.xx>

Sent: Monday, 27 March 2023 1:25 pm

To: Julia Wootton <xxxxx@xxx.xxx.xx>; Jeremy Williams <xxxxxxxxxxxx@xxx.xxx.xx>

Cc: Maria Robertson <xxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: FW: Newshub - Update on Latitude hack

Importance: High

Kia ora Jeremy,

I'm reaching out to you in Julia's absence.

Following and update from Latitude Finance on how many passports, driver's licenses etc were compromised in their security breach, we've had a couple of media outlets reaching out to ask if we can provide an updated number on the amount of NZ passports affected.

Do we have an updated number we can provide **by 4:30pm today?**

FYI, we provided a number early last week, the number of affected NZ Passports was 1342 back then. - <https://www.newshub.co.nz/home/technology/2023/03/departement-of-internal-affairs-says-more-than-1300-kiwis-passport-details-stolen-in-massive-hack-on-latitude-financial.html>

Thank you!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <media@dia.govt.nz>

Sent: Monday, 27 March 2023 1:12 pm

To: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Subject: FW: Newshub - Update on Latitude hack
Similar to the TVNZ one

Cheers, Mary

From: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>

Sent: Monday, 27 March 2023 1:07 pm

To: Media Internal Affairs <media@dia.govt.nz>

Subject: Newshub - Update on Latitude hack

You don't often get email from [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>. [Learn why this is important](#)

Kia ora,

Latitude Finance has provided an update on how many passports, driver's licenses etc were stolen in their security breach.

I was wondering if the DIA knows how many New Zealand customers have been affected in regard to these new figures.

Kind regards,



newshub.co.nz

wbd.com



From: [REDACTED] <[\[REDACTED\]@tvnz.co.nz](mailto:[REDACTED]@tvnz.co.nz)>

Sent: Monday, 27 March 2023 1:08 pm

To: Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: TVNZ query

Hi there,

I see Latitude has just put out an update confirming their hack is worse than initially thought - and say that 53,000 passports were taken.

Can someone from DIA confirm the number of NZ ones impacted if it's changed from last week?

Cheers,



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From: [Cristian Cornejo](#)
To: [Jeremy Williams](#); [Julia Wootton](#)
Cc: [Maria Robertson](#); [John Crawford-Smith](#); [Media Internal Affairs](#)
Subject: RE: Newshub - Update on Latitude hack
Date: Monday, 27 March 2023 2:05:59 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Thanks Jeremy.

Fingers crossed we can get something form them in the next couple of hours.

Cheers,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

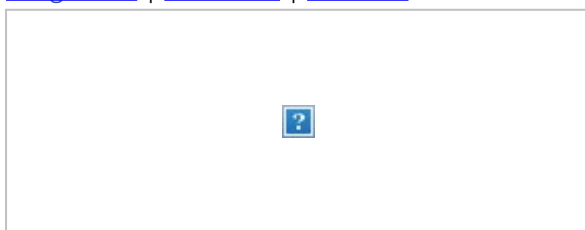
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Jeremy Williams <xxxxxx.xxxxxxx@xxx.xxx.xx>

Sent: Monday, 27 March 2023 2:01 pm

To: Cristian Cornejo <xxxxxx.xxxxxxx@xxx.xxx.xx>; Julia Wootton <xxxxx.xxxxxxx@xxx.xxx.xx>

Cc: Maria Robertson <xxxxx.xxxxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: RE: Newshub - Update on Latitude hack

Hi Cristian,

I've gone back to them to indicate we would like these numbers asap but obviously this remains out of our control. I will let you know if we get any further updates asap.

In the instance I cant get anything additional, your final paragraph is spot on – i.e. we're still waiting on Latitude.

I've attached the latest update we've got.

- Jeremy

From: Cristian Cornejo <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Sent: Monday, 27 March 2023 1:57 PM

To: Julia Wootton <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; Jeremy Williams <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>

Cc: Maria Robertson <[xxxxx.xxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: RE: Newshub - Update on Latitude hack

Thanks for the quick reply, Julia.

Do you think we could push for a number before the end of the day? It would reflect better on the Department if we were known to have the latest information, reinforcing the idea that we are on top of this.

If a getting a number before the end of the day is not possible, we can say we're still working closely with Latitude, but can't provide an update number because the data is still being analysed.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

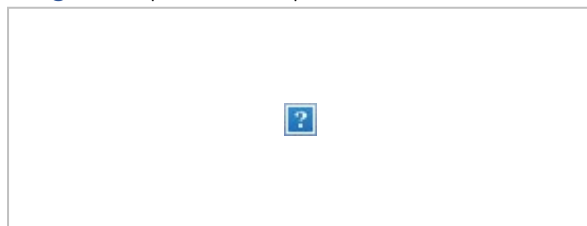
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Julia Wootton <[xxxxx.xxxxxx@xxx.xxx.xx](#)>

Sent: Monday, 27 March 2023 1:26 pm

To: Cristian Cornejo <[xxxxxxx.xxxxxx@xxx.xxx.xx](#)>; Jeremy Williams <[xxxxxxx.xxxxxx@xxx.xxx.xx](#)>

Cc: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: RE: Newshub - Update on Latitude hack

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From: Cristian Cornejo <[xxxxxxx.xxxxxx@xxx.xxx.xx](#)>

Sent: Monday, 27 March 2023 1:25 pm

To: Julia Wootton <[xxxxx.xxxxxx@xxx.xxx.xx](#)>; Jeremy Williams <[xxxxxxx.xxxxxx@xxx.xxx.xx](#)>

Cc: Maria Robertson <[xxxxx.xxxxxxxx@xxx.xxx.xx](#)>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxx.xx](#)>; Media Internal Affairs <[xxxxx@xxx.xxx.xx](#)>

Subject: FW: Newshub - Update on Latitude hack

Importance: High

Kia ora Jeremy,

I'm reaching out to you in Julia's absence.

Following and update from Latitude Finance on how many passports, driver's licenses etc were compromised in their security breach, we've had a couple of media outlets reaching out to ask if we can provide an updated number on the amount of NZ passports affected.

Do we have an updated number we can provide **by 4:30pm today?**

FYI, we provided a number early last week, the number of affected NZ Passports was 1342 back then. - <https://www.newshub.co.nz/home/technology/2023/03/department-of-internal-affairs-says-more-than-1300-kiwis-passport-details-stolen-in-massive-hack-on-latitude-financial.html>

Thank you!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

dia.govt.nz | [Facebook](#) | [LinkedIn](#)



From: Media Internal Affairs <media@dia.govt.nz>

Sent: Monday, 27 March 2023 1:12 pm

To: Cristian Cornejo <Cristian.Cornejo@dia.govt.nz>

Subject: FW: Newshub - Update on Latitude hack

Similar to the TVNZ one

Cheers, Mary

From: [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>

Sent: Monday, 27 March 2023 1:07 pm

To: Media Internal Affairs <media@dia.govt.nz>

Subject: Newshub - Update on Latitude hack

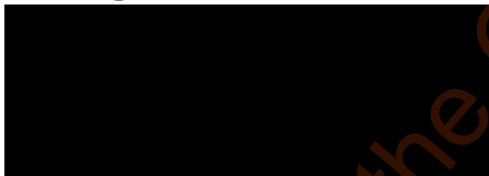
You don't often get email from [REDACTED] <[\[REDACTED\]@discovery.com](mailto:[REDACTED]@discovery.com)>. [Learn why this is important](#)

Kia ora,

Latitude Finance has provided an update on how many passports, driver's licenses etc were stolen in their security breach.

I was wondering if the DIA knows how many New Zealand customers have been affected in regard to these new figures.

Kind regards,



newshub.co.nz

wbd.com



From: [REDACTED] <[\[REDACTED\]@tvnz.co.nz](mailto:[REDACTED]@tvnz.co.nz)>

Sent: Monday, 27 March 2023 1:08 pm

To: Media Internal Affairs <media@dia.govt.nz>

Subject: TVNZ query

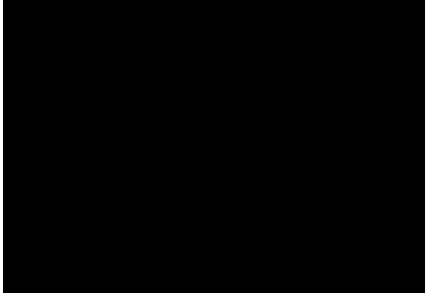
Hi there,

I see Latitude has just put out an update confirming their hack is worse than initially thought - and say that 53,000 passports were taken.

Can someone from DIA confirm the number of NZ ones impacted if it's changed from last week?

Cheers,





Released under the Official Information Act 1982

From: [Jeremy Williams](#)
To: [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [Maria Robertson](#); [John Crawford-Smith](#); [Media Internal Affairs](#)
Subject: RE: Newshub - Update on Latitude hack
Date: Monday, 27 March 2023 2:01:27 pm
Attachments: [LFS ASX cyber update 270323.pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)

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Cc: Maria Robertson <xxxxx.xxxxxxx@xxx.xxx.xx>; John Crawford-Smith <John.Crawford-xxxxx@xxx.xxx.xx>; Media Internal Affairs <xxxxx@xxx.xxx.xx>

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Te Tari Taiwhenua | Department of Internal Affairs

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[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



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Thank you!

Cristián Cornejo (he/him)

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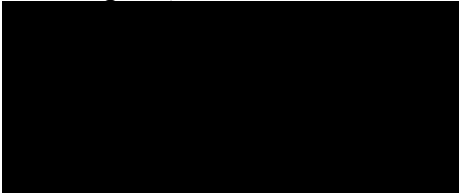
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newshub.co.nz

wbd.com



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27 March 2023

ASX ANNOUNCEMENT

Cybercrime update

From the outset of the cyber-attack on Latitude (ASX: LFS), we have sought to keep our customers, partners, employees and the broader community as up to date as we can.

This malicious attack on Latitude is under investigation by the Australian Federal Police and we continue to work with the Australian Cyber Security Centre and our expert cyber-security advisers.

To the best of our knowledge no suspicious activity has been observed in Latitude's systems since Thursday 16 March 2023.

As our forensic review continues to progress, we have identified that approximately 7.9 million Australian and New Zealand driver licence numbers were stolen, of which approximately 3.2 million, or 40%, were provided to us in the last 10 years.

In addition, approximately 53,000 passport numbers were stolen.

We have also identified less than 100 customers who had a monthly financial statement stolen.

We will reimburse our customers who choose to replace their stolen ID document.

A further approximately 6.1 million records dating back to at least 2005 were also stolen, of which approximately 5.7 million, or 94%, were provided before 2013.

These records include some but not all of the following personal information: name, address, telephone, date of birth.

Latitude maintains insurance policies to cover risks, including cyber-security risks, and we have notified our insurers in respect of this incident.

We recognise that today's announcement will be a distressing development for many of our customers and we apologise unreservedly.

We are writing to all customers, past customers and applicants whose information was compromised outlining details of the information stolen and our plans for remediation.

Supporting our customers

Latitude is undertaking a comprehensive customer care program to support affected individuals. Some of the steps we are taking include:

Latitude's dedicated contact centres are available for affected customers in Australia and New Zealand between 9am – 6pm AEDT/NZST, Monday – Friday.

Hardship support is available via our dedicated contact centres for customers who are in a uniquely vulnerable position as a result of this cyber-attack.

We have engaged IDCARE, a not-for profit organisation specialising in providing free, confidential cyber incident information and assistance. If you wish to speak with one of their expert Case Managers, please visit idcare.org or call (New Zealand) 0800 121 068, 11am – 6pm NZST, Monday – Friday (excluding public holidays) or (Australia) 1800 595 160 (use the referral code LAT23).

Mental Health and Wellbeing Support is available free of charge through our Support Line 0800 808 374 (New Zealand) or 1800 808 374 (Australia).

The help page on our website is also being kept up to date with the latest information.

Steps you can take to protect yourself

There are immediate precautions that you can take, which include:

- Contacting one of Australia's credit reporting agencies for a credit report so you can check if your identity has been used to obtain credit without your knowledge.
- In New Zealand, checking your credit record to confirm if your identity has been used to obtain credit without your knowledge. For further information, please refer to: govt.nz/browse/consumer-rights-and-complaints/debt-and-credit-records/check-your-own-credit-report
- Requesting the credit reporting agencies to place a credit ban or suspension on your credit file via their website or by contacting them directly. Please be aware that you will not be able to apply for credit while the ban or suspension is in place.

Be Alert

We urge our customers to be vigilant with all online communications and transactions, including:

- Staying alert for any phishing scams via phone, post or email
- Ensuring communications received are legitimate
- Not opening texts from unknown or suspicious numbers
- Changing passwords regularly with 'strong' passwords, not re-using passwords and activating multi-factor authentications when available on any online accounts
- Latitude will not contact customers asking for password or sensitive information

If you are a victim of cybercrime, you can report it at ReportCyber on the Australian Cyber Security Centre website.

If you wish to report a scam or a vulnerability, go to ScamWatch.

Latitude Financial CEO Ahmed Fahour said:

"It is hugely disappointing that such a significant number of additional customers and applicants have been affected by this incident. We apologise unreservedly.

"We are committed to working closely with impacted customers and applicants to minimise the risk and disruption to them, including reimbursing the cost if they choose to replace their ID document. We are also committed to a full review of what has occurred.

"We urge all our customers to be vigilant and on the look-out for suspicious behaviour relating to their accounts. We will never contact customers requesting their passwords.

"We continue to work around the clock to safely restore our operations. We are rectifying platforms impacted in the attack and have implemented additional security monitoring as we return to operations in the coming days.

"We thank customers and merchant partners for their support and patience. Customers can continue to make transactions on their Latitude credit card."

Authorised for release to the ASX by the Board of Directors.

For further information:

Media

Mark Gardy

+61 412 376 817

Investor Relations

Matthew Wilson

+61 401 454 621

From: [John Crawford-Smith](#)
To: [Maria Robertson](#); [Cristian Cornejo](#); [Julia Wootton](#)
Cc: [Media Internal Affairs](#); [Sean O'Neill](#)
Subject: RE: Newshub interview and article
Date: Thursday, 23 March 2023 8:37:51 am
Attachments: [image002.png](#)
[image003.png](#)

Really well done on this and great interview Maria.

Regards

John Crawford-Smith | Principal Advisor

Te Pāhekoheko | Operations

Kāwai ki te Iwi | Service Delivery and Operations

Te Tari Taiwhenua | Department of Internal Affairs

M [REDACTED]

www.dia.govt.nz

Logo-test



From: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>

Sent: Wednesday, 22 March 2023 9:31 am

To: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>; Julia Wootton
<xxxxx.xxxxxxx@xxx.xxxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>; John Crawford-Smith <John.Crawford-
xxxxx@xxx.xxxx.xx>; Sean O'Neill <Sean.O'xxxxx@xxx.xxxx.xx>

Subject: Re: Newshub interview and article

Thanks Cristian – we did well to pull this together promptly. Good messages out the door. Thanks for that.

M

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: [REDACTED]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>

Sent: Wednesday, March 22, 2023 9:23:00 AM

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>; Julia Wootton
<xxxxx.xxxxxxx@xxx.xxxx.xx>

Cc: Media Internal Affairs <xxxxx@xxx.xxxx.xx>; John Crawford-Smith <[John.Crawford-xxxxx@xxx.xxxx.xx](#)>; Sean O'Neill <Sean.O'xxxxx@xxx.xxxx.xx>

Subject: Newshub interview and article

Mōrena koutou,

Please see below FYI the links to [REDACTED] article and Maria's interview from this morning about the Latitude Financial breach.

Thanks again to everyone for your help getting this out the door yesterday evening.

[REDACTED] article: [Department of Internal Affairs says more than 1300 Kiwis' passport details stolen in massive hack on Latitude Financial](#)

Maria's interview: [Department of Internal Affairs' advice to New Zealanders as thousands of](#)

[passport details, driver's licenses stolen in Latitude security breach](#)

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



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From: [Cristian Cornejo](#)
To: [Julia Wootton](#)
Cc: [Maria Robertson](#)
Subject: Fwd: TVNZ request
Date: Wednesday, 22 March 2023 4:51:50 pm
Attachments: [Outlook-5folv3yg.png](#)
[Outlook-0ahuiw2r.png](#)

Kia ora Julia.

Please see below a request that just came in from TVNZ asking for an update on the number of passports affected by the Latitude Financial breach.

Their Australian correspondent is doing a story on the breach for tonight and would like to have the latest info on affected passports.

Is there any update numbers we can provide or is the answers still the same as yesterday evening?

Ngā mihi,

Cristián

From: Media Internal Affairs <@xxx>
Sent: Wednesday, March 22, 2023 4:39 PM
To: Cristian Cornejo <@xxx>
Subject: FW: TVNZ request

Hi Cristian,

Do we have any update on the figure of passports from yesterday that we could provide? I will go back to him re: licences not being our responsibility and maybe Latitude being the best source of figures given it is their breach. I'll also try and get a deadline.

Cheers, Mary

From: [REDACTED] <[REDACTED]@tvnz.co.nz>
Sent: Wednesday, 22 March 2023 4:32 pm
To: Media Internal Affairs <@xxx>
Subject: TVNZ request

Hi there,

Could I have some confirmation over the numbers of kiwis affected by the Latitude Financial hack. Numbers of passports and licenses etc

Cheers!





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