

**From:** [Cristian Cornejo](#)  
**To:** [Jeremy Williams](#)  
**Subject:** RE: TVNZ query  
**Date:** Wednesday, 29 March 2023 3:39:07 pm  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Awesome, thanks!

**Cristián Cornejo** ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

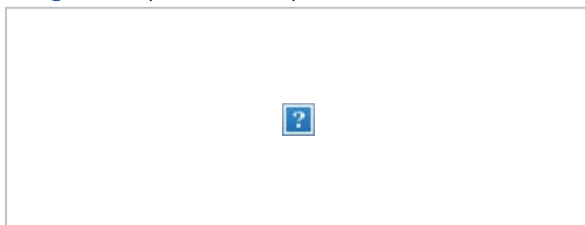
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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



---

**From:** Jeremy Williams <xxxxxx.xxxxxxx@xxx.xxx.xx>  
**Sent:** Wednesday, 29 March 2023 3:37 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: TVNZ query

I will follow up with latitude directly now

- Jeremy

---

**From:** Cristian Cornejo <[xxxxxx.xxxxxxx@xxx.xxx.xx](#)>  
**Sent:** Wednesday, 29 March 2023 3:36 PM  
**To:** Jeremy Williams <[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:** 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]

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

**Sent:** Wednesday, 29 March 2023 3:00 pm

**To:** Cristian Cornejo <[xxxxxxxxx.xxxxxxx@xxx.xxx.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](http://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](mailto: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](mailto: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](mailto: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](mailto: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](http://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](mailto: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:** [Cristian Cornejo](#)  
**To:** [Jeremy Williams](#)  
**Subject:** RE: Newshub - Update on Latitude hack  
**Date:** Tuesday, 28 March 2023 11:44:14 am  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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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:** Tuesday, 28 March 2023 11:15 am  
**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

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

- Jeremy

---

**From:** Cristian Cornejo <[xxxxxx.xxxxxxx@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.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

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](#)



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**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

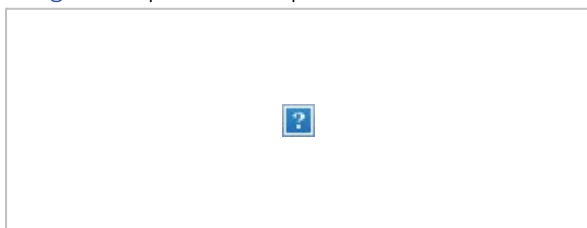
Te Manu Karere | Communications

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.xxxxxxx@xxx.xxx.xx](#)>

**Sent:** Monday, 27 March 2023 1:26 pm

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

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.

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

**Sent:** Monday, 27 March 2023 1:25 pm

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

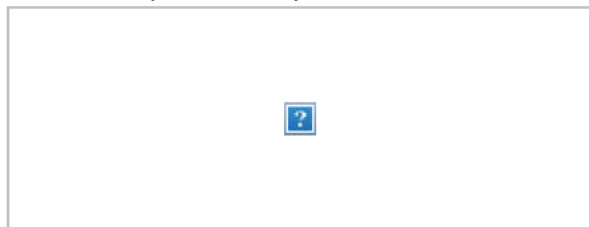
Te Manu Karere | Communications

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: [REDACTED]

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



---

**From:** Media Internal Affairs <[media@dia.govt.nz](mailto:media@dia.govt.nz)>

**Sent:** Monday, 27 March 2023 1:12 pm

**To:** Cristian Cornejo <[Cristian.Cornejo@dia.govt.nz](mailto: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](mailto: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,

[REDACTED]

--



[newshub.co.nz](http://newshub.co.nz)  
[wbd.com](http://wbd.com)



---

**From:** [Redacted] <[Redacted]@tvnz.co.nz>  
**Sent:** Monday, 27 March 2023 1:08 pm  
**To:** Media Internal Affairs <[xxxxx@xxx.xxxx.xx](mailto:xxxxx@xxx.xxxx.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:** [Maria Robertson](#)  
**To:** [Jeremy Williams](#); [Media Internal Affairs](#); [Tiffany Scott](#)  
**Subject:** Re: LFS - cyber-incident  
**Date:** Wednesday, 29 March 2023 5:35:51 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](http://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](http://dia.govt.nz) | [Facebook](#) | [LinkedIn](#)

---

**From:** Cristian Cornejo <[Cristian.Cornejo@dia.govt.nz](mailto:Cristian.Cornejo@dia.govt.nz)>

**Sent:** Wednesday, 29 March 2023 4:30 pm

**To:** Media Internal Affairs <[media@dia.govt.nz](mailto: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](http://dia.govt.nz) | [Facebook](#) | [LinkedIn](#)



---

**From:** Cutt, Brendon (Latitude Financial) <[Brendon.Cutt@latitudefinancial.com](mailto:Brendon.Cutt@latitudefinancial.com)>

**Sent:** Wednesday, 29 March 2023 4:22 pm

**To:** Jeremy Williams <[Jeremy.Williams@dia.govt.nz](mailto:Jeremy.Williams@dia.govt.nz)>; Julia Wootton

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

<[Frederika.Walls@latitudefinancial.com](mailto:Frederika.Walls@latitudefinancial.com)>

**Cc:** Cristian Cornejo <[Cristian.Cornejo@dia.govt.nz](mailto:Cristian.Cornejo@dia.govt.nz)>

**Subject:** RE: LFS - cyber-incident

---

You don't often get email from [brendon.cutt@latitudefinancial.com](mailto: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](mailto:Jeremy.Williams@dia.govt.nz)>

**Sent:** Wednesday, 29 March 2023 3:42 pm

**To:** Cutt, Brendon (Latitude Financial) <[Brendon.Cutt@latitudefinancial.com](mailto:Brendon.Cutt@latitudefinancial.com)>; Julia Wootton <[julia.wootton@dia.govt.nz](mailto:julia.wootton@dia.govt.nz)>

**Cc:** Cristian Cornejo <[Cristian.Cornejo@dia.govt.nz](mailto:Cristian.Cornejo@dia.govt.nz)>

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

**Importance:** High

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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](mailto:Brendon.Cutt@latitudefinancial.com)>

**Sent:** Monday, 27 March 2023 1:21 PM

**To:** Julia Wootton <[Julia.Wootton@dia.govt.nz](mailto:Julia.Wootton@dia.govt.nz)>

**Cc:** Jeremy Williams <[Jeremy.Williams@dia.govt.nz](mailto:Jeremy.Williams@dia.govt.nz)>

**Subject:** RE: LFS - cyber-incident

You don't often get email from [brendon.cutt@latitudefinancial.com](mailto: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**

[REDACTED]

---

**From:** Julia Wootton <[Julia.Wootton@dia.govt.nz](mailto:Julia.Wootton@dia.govt.nz)>  
**Sent:** Monday, 27 March 2023 12:52 pm  
**To:** Cutt, Brendon (Latitude Financial) <[Brendon.Cutt@latitudefinancial.com](mailto:Brendon.Cutt@latitudefinancial.com)>  
**Cc:** Jeremy Williams <[Jeremy.Williams@dia.govt.nz](mailto:Jeremy.Williams@dia.govt.nz)>  
**Subject:** [EXTERNAL] RE: LFS - cyber-incident

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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

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**From:** Cutt, Brendon (Latitude Financial) <[Brendon.Cutt@latitudefinancial.com](mailto:Brendon.Cutt@latitudefinancial.com)>  
**Sent:** Monday, 27 March 2023 12:49 pm  
**To:** Julia Wootton <[Julia.Wootton@dia.govt.nz](mailto: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](mailto: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](mailto: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](mailto:Julia.Wootton@dia.govt.nz)>

**Sent:** Monday, 20 March 2023 9:16 am

**To:** Cutt, Brendon (Latitude Financial) <[Brendon.Cutt@latitudefinancial.com](mailto:Brendon.Cutt@latitudefinancial.com)>

**Subject:** [EXTERNAL] FW: Data breach wording

**Importance:** High

**CAUTION: This email is from an external sender**

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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](mailto: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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