

**From:** GCEO@uss.co.uk <USS@dotdigital-email.com>  
**Sent:** 12 May 2023 13:00  
**To:** Lisa Harley  
**Subject:** {Disarmed} Important information about Capita's cyber incident

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## Important information about Capita's cyber incident

**12 May 2023**

Colleagues,

As you may be aware, Capita recently reported a **cyber incident** involving hackers targeting some of its computer servers – potentially impacting several of the cross-sector businesses it serves.

We use Capita's technology platform (Hartlink) to support our in-house pension administration processes and have been liaising closely with the company over the course of its forensic investigations.

While it has been confirmed that USS member data held on Hartlink has not been compromised, we have been informed that regrettably details of USS members were held on the Capita servers accessed by the hackers. The information potentially accessed includes:

- Their title, initial(s), and name; their date of birth; their National Insurance number; their USS member number

The details, dating from early 2021, cover around 470,000 active, deferred or retired members.

While Capita cannot currently confirm if this data was definitively "exfiltrated" (i.e., accessed and/or copied) by the hackers, they recommend we work on the assumption it was.

We are awaiting receipt of the specific data from Capita, which we will in turn need to check and process. We will be writing to each of the members affected by this as soon as possible to make them aware, to apologise for any distress or inconvenience caused, and to provide ongoing support and advice – specifically in relation to phishing attempts and identity fraud.

We will contact you again once our checks have been completed and we have been able to identify the members affected.

We are sorry that member data has been accessed in this way. We are proactively engaging with Capita in respect of their ongoing investigations and are considering the next steps available to us. We also continue to engage with them about the ongoing support they will be providing to those affected.

We have reported this incident to the Information Commissioner's Office and will work with them on any investigation they choose to conduct and any recommendations they might subsequently make to USS. We have also informed the Pensions Regulator and the Financial Conduct Authority.

We will shortly be publishing an update and a set of Q&As, available via the [MailScanner has detected a possible fraud attempt from "ddlnk.net" claiming to be www.uss.co.uk](#) homepage, that we hope will address any immediate questions. We also have information on our website providing tips on how to spot [scams](#).

Members can email [mydata@uss.co.uk](mailto:mydata@uss.co.uk) if they have any further queries not covered on our website.

We are confident members' pensions remain secure. We have reviewed our own systems and controls to ensure they remain robust. My USS login information has not been compromised.

We will, of course, continue to be vigilant.

**Bill Galvin**, Group Chief Executive

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