

Important Animal Referral Hospital Team Member Update

Late last week, we detected some unusual activity on the Animal Referral Hospital (ARH) network. We immediately took steps to further secure the ARH network and initiated a now ongoing investigation with leading forensic and cybersecurity specialists.

In the last 45 hours, our forensic and cybersecurity experts have identified evidence that some past and present team member data may have been accessed from our ARH systems by an unauthorised third party. We have teams working to identify what data may have been affected and assessing the risk to any individuals from this information being accessed. At this time, we have no evidence of any client or pet data being accessed, however our investigation is ongoing.

We are committed to being transparent about what we know and how it impacts you. Our specialists have briefed us that these matters are complex and require significant specialist review and investigation to ensure we have completed a thorough assessment and have a detailed understanding and knowledge of the nature of the data that has been accessed.

We sincerely apologise that this incident has occurred. We understand the importance that you place on keeping your personal information safe and secure. We will keep you updated during the investigation and our assessment. We know protecting your information is a great responsibility and is front and centre in our response to the current situation.

We have engaged IDCARE as Australia's national identity and cyber support community service to assist team members who have concerns about the exposure of their personal information. This will be provided at no cost to you. Their expert case managers can be booked online at a time that suits you during business hours (9am to 6pm AEDT). If you wish to engage IDCARE, please:

- contact 1800 595 160 (Option 2); or
- complete a Get Help form for individuals at www.idcare.org

quoting reference GRC23.

Additionally, we would also like to take this opportunity to remind you of your access to our Employee Assistance Programme (EAP) provider, Lifeworks, who are available 24/7 on 1300 361 008.

Please be assured that we are working diligently to investigate and assess each individual case and will keep you informed throughout the process. Outside of the personal identity security support provided by IDCARE you may call our support team for other matters on (03) 4422 4660 from Monday to Friday, 9am to 5pm or alternatively via email at ARHCommunications@arhvets.com