STATEMENT TO AUSTRALIAN SECURITIES EXCHANGE – November 26, 2026

FLIGHT Centre Travel Group (FLT) is investigating unusual activity in a third-party accommodation booking system used by some of its leisure travel brands.

The company is still working with the third-party vendor and FLT's cyber security incident response partner, Mandiant, to understand the nature and extent of the activity and to implement appropriate safeguards and containment actions.

At this stage of the investigation, unusual activity has only been detected in the accommodation system used by Flight Centre brand, Travel Associates, Cruiseabout and some independent agents. Flight bookings are not impacted.

Similarly, corporate travel bookings are made through other systems and are not affected.

While investigations remain ongoing, at this stage FLT believes that a significant number of customer records in the impacted system may have been accessed by unknown persons, although it is not clear at this time how many of those records have actually been extracted from the third-party system.

The initial review indicates that most of the accessed records comprise only customer names, some with basic travel information. A very small percentage is believed to include data such as limited passport details, email addresses, phone numbers, birth dates, or in rare cases health or mobility information.

To date, no access to customer credit card, payment or bank account details has been identified.

Operations of FLT's leisure brands continue and customers are able to continue their travel plans in accordance with existing accommodation bookings

Actions we are taking

When FLT became aware of the unusual activity in the system, it activated its cyber incident response resources and worked with the third party to implement enhanced security and detection of affected systems to contain the activity, change authentication keys and credentials and increase monitoring on the system.

FLT is in the process of notifying the relevant authorities and has engaged external specialists to support in these investigations, including cyber security incident response partner Mandiant.

Advice and support for customers

FLT values customer privacy and data security. The company understands that an incident like this can be unsettling for customers who may be affected, and we apologise for any concern this causes.

Further updates will be posted on the company's website. We will be taking steps to contact relevant impacted customers.

In the meantime, customers should be alert to unexpected emails, calls or messages about their bookings, and should not click on links, open attachments or share personal information, passwords or payment details in response.

ENDS: Media & investor enquiries to haydn_long@flightcentre.com, +61 418 750 454

FLT's Board has authorised this announcement