Medibank Private cyber incident

Information for international students

28 October 2022

A significant cyber incident has occurred within Medibank Private which has affected international students studying in Australia who have overseas student health cover policies with Medibank Private or the Australian Health Management Group Pty Ltd (ahm) which is a Medibank Private Ltd subsidiary.

This is an evolving situation; however Medibank's cybercrime investigation has now established that its international student customers' personal data and significant amounts of health claims data were accessed.

How is the Australian Government supporting international students?

The Australian Government is working closely with Medibank to provide all the support possible to help resolve this situation and protect those customers who may have been affected.

Services Australia is working closely with Medibank to identify what information has been exposed and how to help protect it. The Department of Health and Aged Care has been in contact with Medibank continually to understand the implications for privately insured customers, and to understand and support Medibank's strategy to communicate with affected customers.

How is Medibank supporting international students?

Medibank has begun directly contacting affected customers to provide support and guidance on what to do next. Medibank has also announced a support package for all customers affected by the cybercrime, including international students. The support package includes:

- A hardship package to provide financial support for customers who are in a uniquely vulnerable position as a result of this crime, who will be supported on an individual basis
- Access to specialist identity protection advice and resources from IDCARE
- Free identity monitoring services for customers who have had their primary ID compromised
- Reimbursement of fees for re-issue of identity documents that have been fully compromised

Medibank has established specialised teams to help customers who receive scam threats. Customers should send any suspicious emails or texts to scaminvestigations@medibank.com.au or scaminvestigations@ahm.com.au.

International students can contact Medibank by phone on 134 148 (+61 3 9862 1095 if calling from outside Australia) or can keep informed on the latest updates on Medibank's information page.

Mental health support

There is mental health support available:

- International students affected by the cyber incident can call the 24/7 Student Health & Support Line. For Medibank customers call 1800 887 283, and for ahm customers call 1800 006 745. Interpreter services are also available.

What can international students do?

If you are concerned that your identity has been compromised, contact your embassy and your bank immediately, and call IDCARE on 1800 595 160.

Be alert for scams referencing this incident. You can take a number of steps to protect yourself, including:

- Secure and monitor your devices and accounts for any unusual activity, and ensure you have the latest security updates.
- Enable multi-factor authentication for all accounts.
- If your identity has been stolen, you can apply for a Commonwealth Victims' Certificate.
- If you believe you are victim of a cybercrime, you should submit a report using ReportCyber.
- If you need assistance with taking these steps, please visit cyber.gov.au.

You can also learn how to protect yourself from scams by visiting Scamwatch.

The following websites can also help you protect yourself, identify scams, and stay informed:

- Moneysmart provides free tools, tips and guidance to support people to take control of their finances, including information on what to do in the event of identity theft
- The Office of the Australian Information Commissioner (OAIC) promotes and upholds privacy and information access rights in Australia, and provides information on what to do if your identity has been stolen
- The Australian Cyber Security Centre leads the Australian Government's efforts to improve cyber security, and provides advice and information on how to protect yourself online.