

## Customer-Owned Bank Informs 100k of Breach Exposing Account Balance, PII

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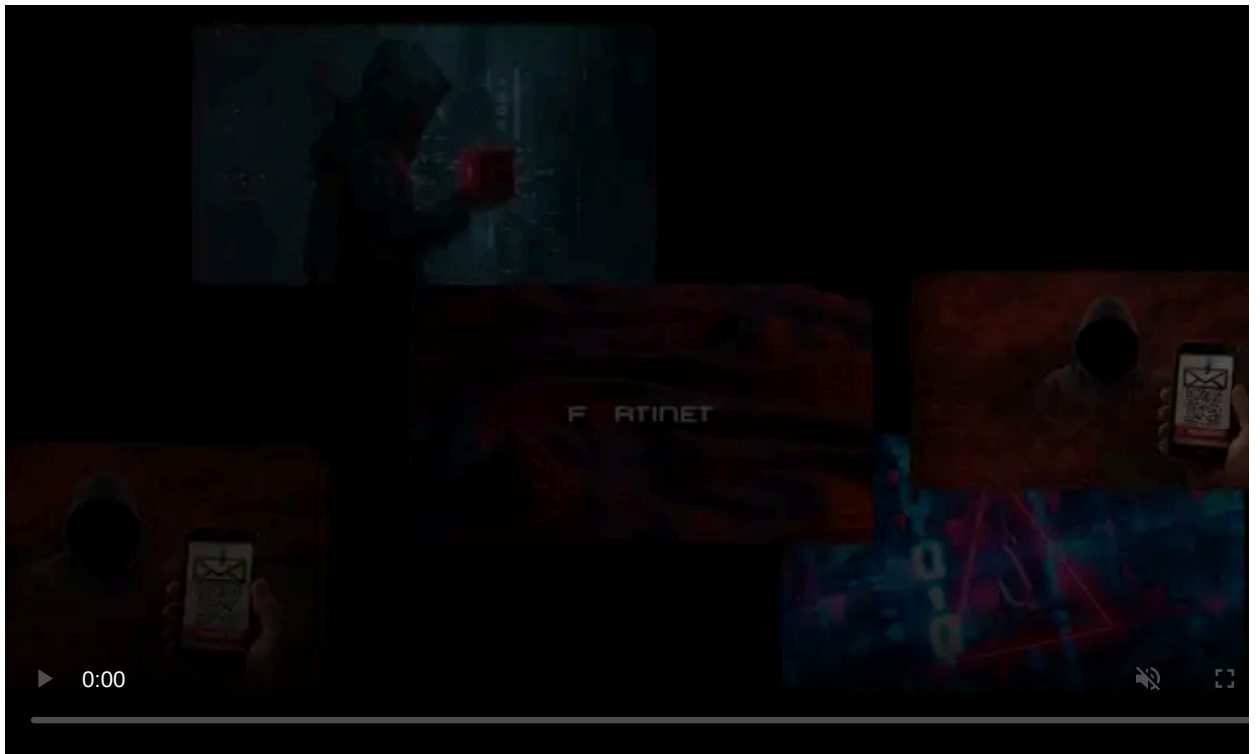


P&N Bank in Western Australia (WA) is informing its customers that hackers may have accessed personal information stored on its systems following a cyber attack.

The data, some of it sensitive in nature, was stored on the bank's customer relationship management (CRM) platform that is completely separated from the core banking system.

### Plenty of info exposed

A division of Police & Nurses Limited, [P&N Bank](#) operates under a Operating under a customer-owned or mutual model, which does not distinguish between members and shareholders as they are one and the same. It is the largest of its kind in the state.



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The financial organization says in the breach notification sent to customers that the compromised system contained the following information: names, addresses, emails, age, customer and account numbers, as well as the account balance. All this counts as personally identifiable information that is protected under the [Privacy Act](#) in Australia.

Funds, social security numbers, and data in identification documents (driver's license, passport) were stored on a different system and are safe.

As many as 100,000 individuals may be impacted by the incident, which was labeled as "sophisticated" by Andrew Hadley, the bank's chief executive officer.

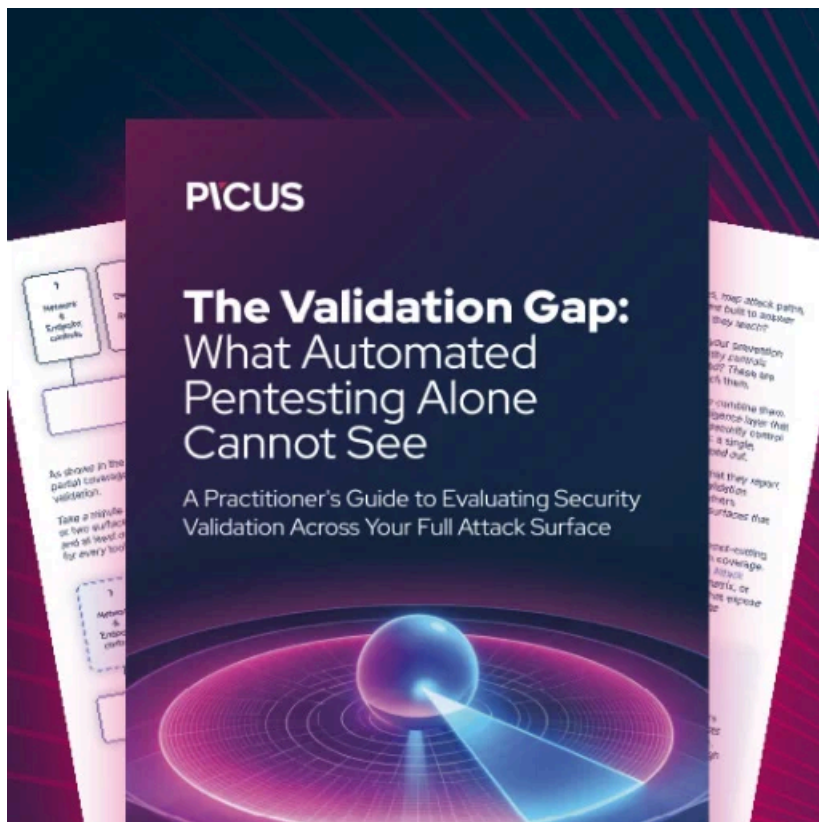
The attack did not target P&N Bank directly. It occurred during a server upgrade around December 12, 2019, at a third-party that was offering hosting services to the organization.

In a statement for [The West Australian](#), Hadley says that one of the Big Four accounting firms (Deloitte, PricewaterhouseCoopers, Ernst & Young or KPMG) has been commissioned to audit the bank's IT systems.

"Upon becoming aware of the attack, we immediately shut down the source of the vulnerability," the bank wrote to customers. The West Australian Police (WAPOL) and federal authorities are on the case.

In the time since discovering the attack and informing its customers, the bank assessed the extent of the incident and allowed the police investigation to develop without alerting the intruder.

P&N Bank assures its customers that protecting their information and funds is a priority, stressing that accounts are kept safe with "highly sophisticated security measures and controls."



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Source: <https://www.bleepingcomputer.com/news/security/customer-owned-bank-informs-100k-of-breach-exposing-account-balance-pii/>