



Hi [REDACTED]

We're writing with an important update on our recent cybersecurity incident. We're sorry this has impacted you.

As mentioned previously, some of your information was accessed.

What happened?

On 28 September 2026, an unknown party accessed some files we use for certain processing, reporting and internal analysis. We identified the cybersecurity incident on 29 September 2026, and our Security and IT teams moved immediately to contain it.

The underlying OFX client platform was not accessed, the affected files were in a separate location. This means the third party did not have access to your OFX account.

What data was accessed?

Some of your information was contained in the affected files. This included:

- › Name and/or username
- › Contact information (address, email address and phone number)

What does this mean for me?

Incidents like this can increase the likelihood of scams designed to get more information or credentials from you. They can also lead to impersonation attempts. It's important you stay alert.

What is OFX doing?

We know our customers trust us with their information. We take that responsibility seriously.

We're continuing to monitor all accounts closely. We haven't identified any unauthorized access to your OFX account or funds.

OFX has been working through notifying relevant regulators in accordance with its applicable notification obligations and will continue to work with them as appropriate

What steps can I take to protect myself?

1. **Remain alert, especially through email, text message, instant message apps or telephone calls, particularly where the sender or caller purports to be from OFX.**
2. Don't click links or open attachments you weren't expecting even if the message looks like it's from us.
3. **Set up passkeys for the best possible security** on your OFX account.
4. Never share your password or security details with anyone.
5. Only share phone support codes on calls you make to OFX. Never provide these codes by email, text, chat, enter them on a website, or give them to someone who calls you.
6. Turn on two-factor authentication. Use it for your email and other online accounts, wherever it's available.
7. Contact relevant credit bureaus and place a fraud alert on your account. You're entitled to a free credit report every year from each of the below agencies at **annualcreditreport.com**:

Equifax	Experian	TransUnion
P.O. Box 740241	P.O. Box 2104	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
1-888-766-0008	1-888-397-3742	1-800-680-7289

What if I need further support?

We've set up a dedicated phone line to support general questions about the incident on (844) 301-0359. For account related enquiries, you can email us at **questions@ofx.com**

For more information, please visit **ofx.com/security/incident**



questions@ofx.com

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