MEDIA STATEMENT

AKPK: Update on Cybersecurity Breach

For Immediate Release

Concerning the recent breach reported in our media statement dated 30 March, Agensi Kaunseling dan Pengurusan Kredit (AKPK) has determined that some data exfiltrated by the cybercriminals was published on the dark web today.

While our investigation with third-party cybersecurity experts is continuing, it appears that approximately 20 customers have had personal information – names and National Registration Identity Card (NRIC) numbers published. We anticipate and are preparing for the criminals to publish more information including additional customer names and NRICs.

It is important to note that all information in the possession of cybercriminals is a result of illegal activities and therefore the acquisition, use and dissemination of the same is a criminal offense.

We are working closely with law enforcement and other relevant authorities, including the Ministry of Communication and Digital, and CyberSecurity Malaysia in the ongoing thorough investigation. We are also working to identify the specific information that has been illegally accessed and update the customers that have been affected.

We understand this situation is very concerning and we sincerely apologise. AKPK will continue to do everything we can to mitigate the impact of this breach. We are reaching out directly to communicate with all our customers about this security breach and support them in the steps customers can take to safeguard themselves. Our staff will also assist customers by advising them in dealing with matters related to the breach.

As previously stated, we decided to take some of our operational systems offline temporarily to prevent further risks. We are gradually bringing our systems back online in stages and will provide an official update accordingly. In the meantime, we continue to have relevant arrangements in place to maintain our services to our customers with as little disruption as possible.

We are addressing customer concerns and questions through our dedicated call centre and website. AKPK customers can contact AKPK's dedicated call centre at 03 2616 7766 or click https://www.akpk.org.my/branches to find the nearest AKPK branches.

We will take additional actions as needed based on investigations underway and in cooperation with the authorities.

Since 2006, AKPK has been committed to serving our customers and members of the public by providing free services with a commitment to empowering Malaysians to be financially resilient. We strongly condemn the malicious and despicable actions of these cybercriminals who are targeting financially vulnerable citizens who rely on public services and an organization committed to helping them.

We thank you for your ongoing support and understanding during this trying time.

Agensi Kaunseling dan Pengurusan Kredit (AKPK)
26 April 2023