

AVBOB DIGITAL SYSTEMS: QUESTIONS & ANSWERS

When did AVBOB learn about this system outage and what is being done about it?

We became aware on Saturday, 30 May 2026. Our technical teams, together with external specialists, are working around the clock to restore functionality for our policyholders and clients.

Are you in a position to provide clarity on what has happened?

Our IT infrastructure was attacked and compromised by malicious actors.

Did someone hack into AVBOB's systems?

In simple terms, yes.

What kind of information has been compromised?

We are currently still busy performing an audit on the data. We would rather not speculate before this process has been completed. We will inform clients at the earliest opportunity should their data be compromised.

Is there a possibility that client policy details have been compromised?

We believe that this is possible, however, we would only be able to provide a definitive answer when a full data audit has been completed.

Should I change my banking details?

We do not have access to PIN codes or Passwords for our clients' bank accounts and therefore, no accounts could be compromised.

Was AVBOB's bank account or investments affected?

No, our bank accounts and investments remain hundred percent secure.

As a client of AVBOB, do I need to update my policy details?

Investigations are underway and should we establish that data has been lost, we will communicate to policyholders via multiple channels including broadcast, print and social media.

When do you expect the platforms to be back online?

The process is ongoing and although we cannot provide an exact timeline at this point, we believe systems will be available in days rather than weeks.

Who else in the AVBOB value chain has been affected by this system breach?

Our most immediate concern is our policyholders and funeral clients. Our efforts focus on providing services for them as they rightfully expect. Our staff, intermediaries and business partners are dealing with the negative impact as well and we would like to thank them for their perseverance and support during this time.

What alternate avenues are available if I want to pay my premium?

Premiums can be paid at any of our, more than 360 branches nationwide. Payments can also be made at many large retail chains such as Checkers, PEP, SPAR and Pick n Pay via the Pay@ system. Policyholders can also access the Pay@ system online, by following this secure link: <https://payat.io/qr/11745>. Policyholders should use their policy numbers as reference. Clients must take great care to ensure the authenticity of any payment method that they use.

If this is a data breach, what information has been compromised?

We are not yet certain what information has been compromised. We are currently performing an audit that will establish the exact extent of any data breach.

What adverse consequences can we expect as clients of AVBOB as a result of this breach?

We will do everything in our power to limit any adverse consequences for our clients. At this time the effect is limited to our systems being offline preventing us from providing certain services to our clients at our branches.

I have been unable to pay my premium, will this affect my policy status if I find myself in a position to log a claim?

We believe all our access channels will be available within days. If clients are unable to pay their premiums at a branch or through facilities at retail chains such as Checkers, PEP, SPAR and Pick n Pay, they can also pay online through this secure link: <https://payat.io/qr/11745>. Policyholders should use their policy numbers as reference. Clients must take great care to ensure the authenticity of any payment method that they use.

Is there anything that we should do as AVBOB clients at this stage?

At this stage, there is no action required from AVBOB clients. We do, however, ask for your patience and indulgence until we can restore full services.