
Subject:

From: "British Airways" <BritishAirways_GB@fly.ba.com>

Date: 7 September 2018 at 01:40:36 BST

To:

Subject: Theft of Customer Data

Reply-To: "British Airways" <BritishAirways_GB.X9R5NJ.44021064@fly.ba.com>

If you are unable to see the message below, [click here to view](#).



Dear Customer,

From 22:58 BST 21 August 2018 until 21:45 BST 5 September 2018 inclusive, the personal and financial details of customers making or changing bookings at [ba.com](https://www.britishairways.com), and on our app were compromised. The stolen data did not include travel or passport information.

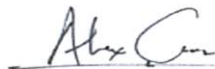
The breach has been resolved and our website is working normally.

We're deeply sorry, but you may have been affected. We recommend that you contact your bank or credit card provider and follow their recommended advice.

We take the protection of your personal information very seriously. Please accept our deepest apologies for the worry and inconvenience that this criminal activity has caused.

Further information can be found at [ba.com](https://www.britishairways.com).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Alex Cruz', written over a thin horizontal line.

Alex Cruz

Chief Executive Officer



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This email was sent to MJT1615@GMAIL.COM.

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If you have any questions please [click here](#) to contact us.

British Airways Plc registered office: Waterside, Speedbird Way, Harmondsworth, UB7 0GB.
Registered in England: 1777777.

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Subject:

From: "British Airways" <BritishAirways_GB@fly.ba.com>

Date: 7 September 2018 at 21:24:31 BST

To:

Subject: Criminal Theft of Customer Data, more information

Reply-To: "British Airways" <BritishAirways_GB.F02UZV.44021064@fly.ba.com>

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Dear Customer,

Following our email notifying you about our recent criminal data theft, we wanted to provide you with more information.

As you may be aware, from 22:58 BST 21 August 2018 until 21:45 BST 5 September 2018 inclusive, the personal and financial details of customers making or changing bookings at [ba.com](https://www.britishairways.com), and on our app were compromised. We're truly sorry, but you may have been affected.

The personal information compromised includes full name, billing address, email address and payment card information. This includes your card number, expiry date and CVV. Unfortunately this information could be used to conduct fraudulent transactions using your account. We recommend that you contact your bank or credit card provider immediately and follow their advice.

British Airways has taken steps to prevent any further data theft, the website is working normally, and we are working with the authorities to investigate how this theft occurred.

Reimbursement Information

We'll reimburse our customers who have suffered financial losses as a direct result of the theft of their payment card details. We'll also offer credit rating monitoring, provided by specialists in the field, to any affected customer who is concerned about an impact to their credit rating.

More information will be available on [ba.com](https://www.britishairways.com), so please check for regular updates.

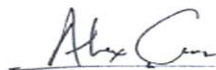
Action you need to take

We take the protection of your personal information very seriously and would encourage you to review the advice below:

1. British Airways will never proactively contact you to request your personal or confidential information. If you ever receive an email or call, claiming to be from us, requesting this information, please report it to us straight away.
2. Review your credit card or bank account statements as soon as you can to check for unauthorised transactions or payments. If you suspect fraud, contact your bank immediately.
3. Do not respond to, or follow any web links from untrusted sources.

Once again, we truly apologise for any worry and inconvenience this criminal activity has caused. Our contact numbers can be found at [ba.com](https://www.britishairways.com), or you can email our Data Protection Officer at DPO@ba.com.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alex Cruz', written over a horizontal line.

Alex Cruz

Chief Executive Officer



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Update on Theft of Customer Data



Dear Customer,

On 6 September 2018, we regrettably announced that we were the target of a criminal data theft involving the personal and financial details of customers making or changing bookings at [ba.com](#), or via the British Airways app.

Since then we've been conducting a thorough investigation with specialist cyber forensic investigators, liaising with the National Crime Agency. As a result of the investigation I am writing to let you know that you may have been affected by the data theft, when you made a reward booking between 21 April and 28 July 2018.

While we do not have conclusive evidence that the data was removed from British Airways' systems, it is possible your personal data may have been compromised. This includes your full name, billing address, email address and payment card number, expiry date and CVV. As a precaution we recommend you contact your bank or card provider and follow their advice.

We are very sorry that this criminal activity has occurred. We'll reimburse our customers who have suffered financial losses as a direct result of the theft of their payment card details. We'll also offer credit rating monitoring, provided by specialists in the field, to any affected customer who is concerned about an impact to their credit rating.

Action you need to take

We take the protection of your personal information very seriously and would encourage you to review the advice below:

1. British Airways will never proactively contact you to request your personal or confidential information. If you ever receive an email or call, claiming to be from us, requesting this information, please report it to us straight away.
2. Review your credit card or bank account statements as soon as you can to check for unauthorised transactions or payments. If you suspect fraud, contact your bank immediately.
3. Do not respond to or follow any web links from untrusted sources.

Once again, we truly apologise for any worry and inconvenience this criminal activity has caused. Our contact numbers can be found at [ba.com](#), or you can email our Data Protection Officer at DPO@ba.com.

Yours faithfully

Alex Cruz
Chairman and Chief Executive, British Airways



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While we do not have conclusive evidence that the data was removed from British Airways' systems, it is possible your personal data may have been compromised. This includes your full name, billing address, email address and payment card details. Your CVV number has remained confidential. As a precaution we recommend you contact your bank or card provider and follow their advice.

We are very sorry that this criminal activity has occurred. We'll reimburse our customers who have suffered financial losses as a direct result of the theft of their payment card details. We'll also offer credit rating monitoring, provided by specialists in the field, to any affected customer who is concerned about an impact to their credit rating.

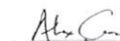
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Yours faithfully,



Alex Cruz
Chairman and Chief Executive, British Airways



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