

Medibank Private/ahm and other recent data breaches – advice for foreign passport holders

22 November 2022

Medibank Private/ahm have advised the Australian Passport Office (APO) that no Australian Travel Document information was compromised in this breach.

Foreign passports for international students were compromised through this cyberattack. Medibank Private/ahm are contacting impacted customers directly.

If Medibank Private/ahm have advised you that your **foreign** passport information was compromised, you should contact the government that issued the passport for advice on what to do. This is also the case for all data breaches that impact **foreign** passport holders, including the recent breaches at Optus and Medlab.

More information:

Medibank/ahm impacted customers:

- Call Medibank on 134 148 (**within Australia**) or +61 3 9862 1095 (**International**)
- Contact Medibank's 24/7 Student Health and Support line (Medibank international students call [1800 887 283](tel:1800887283) and ahm international students call [1800 006 745](tel:1800006745))
- Visit Medibank Cyber Event Updates and Support page medibank.com.au/cybersecurity
- Go to [ID Care's dedicated Medibank and ahm breach response plan](#)).
- See the Australian Cyber Security Centre's [Medibank Private](#) alert.

Optus impacted customers:

- Contact Optus customer service directly on 133 937 (**within Australia**), or +612 8082 5678 (**International**), or go to their [Passport Information](#)(link is external) webpage.
- Go to our [Frequently Asked Questions](#) on the Optus data breach and passport information
- See the Australian Cyber Security Centre's [Optus data breach](#)(link is external) alert.

Medlab impacted customers:

Contact Medlab customer service directly on +61 1800 433 980, or go to their [data breach web page](#)(link is external).