

# 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](https://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).