

My Rewards Data Breach

February 2023

The Good Guys was notified, in February 2023, that the IT systems of a former third-party supplier, Pegasus Group Australia Pty Ltd, now known as My Rewards Pty Ltd, have been improperly accessed by an unauthorised user.

The Good Guys can confirm that its own IT systems were not involved in this incident.

My Rewards was previously used by The Good Guys to provide reward services for "Concierge" members.

My Rewards held contact details of Concierge Members, including names, addresses, phone numbers and email addresses. For those Concierge Members who set up a My Rewards account, My Rewards also held the encrypted password (and, in some limited circumstances for those who elected to provide it to My Rewards, date of birth).

My Rewards has confirmed that no personal identity documents or financial information such as driver's licence, passport or credit card data was involved in the breach.

My Rewards believes that the breach had likely occurred in August 2021.

The Good Guys has directly contacted Concierge Members who may have been impacted by the My Rewards data breach. The nature of the specific information involved for each affected individual is set out in the communication that the individual receives from The Good Guys.

The Good Guys no longer uses My Rewards to provide member benefits and My Rewards accounts linked to Concierge Member benefits have been closed. My Rewards no longer holds any personal information of Concierge Members.

The Good Guys is extremely disappointed that My Rewards, a former services provider, has experienced this breach and we apologise for any concern that this may cause.

More information is set out below in the FAQs. If you have a specific enquiry, you can use our live chat or call our dedicated support team on 1300 765 988 between 9am-6pm (Melbourne time), please have your unique reference number (REF), as found on your communication from The Good Guys, handy.

For security purposes please quote your unique reference. If you are concerned about the security of your personal information generally, you

can contact IDCare (Australia's national identity and cyber support community service) and speak to one of their specialist case managers at no cost by calling 1800 595 160 from 8am-6pm AEDT Monday to Friday or completing an online form at Get Help form at www.idcare.org.

The Good Guys once again apologise for any inconvenience this incident causes and we are here to help should you have any concerns.

Answers To Your Important Questions (FAQS)

How did this happen?

The IT systems of a former third-party supplier, Pegasus Group Australia Pty Ltd, now known as My Rewards Pty Ltd, have been improperly accessed by an unauthorised user. My Rewards has been working with the Australian Federal Police in relation to the breach.

The Good Guys IT systems were not involved in the incident.

How do I know if my data was affected?

On 23 February 2023 The Good Guys directly contacted every Concierge Member whose information may have been impacted by the My Rewards data breach.

What information are you using to contact affected customers?

The Good Guys has contacted affected persons by email or SMS where appropriate contact information has been available.

What personal information does My Rewards have about me?

The Good Guys no longer uses My Rewards to provide any Concierge Member benefits, and My Rewards accounts linked to Concierge Member benefits have been closed. My Rewards no longer holds any personal information of Concierge Members.

My Rewards previously held contact details of Concierge Members, including names, addresses, phone numbers and email addresses.

My Rewards also held the encrypted password (and, if you provided it to My Rewards, your date of birth) for those Concierge Members who set up a My Rewards account.

The nature of the specific information involved for each affected individual is set out in the communication that the individual will receive from The Good Guys.

Did My Rewards have any of my banking or identification document information?

No, My Rewards has confirmed that credit card, banking details and identification document details, such as driver's licence or passport information, were not held by them and is therefore not affected by the breach.

Does The Good Guys still use My Rewards for its Concierge program?

No. The Good Guys no longer uses My Rewards to provide member benefits and My Rewards accounts linked to Concierge Member benefits have been closed. My Rewards no longer holds any personal information of Concierge Members.

When did this happen?

The Good Guys became aware of the My Rewards data loss in February 2023. My Rewards is unable to confirm exactly when the data breach happened, but current evidence suggests that it may have been in August 2021.

Why did My Rewards have my information?

My Rewards is a third-party service provider that was previously used by The Good Guys to provide reward services for Concierge Members. Contact details of Concierge Members were held by My Rewards so that My Rewards could offer benefits as part of the Concierge program. Concierge Members who created a My Rewards account then provided additional information to My Rewards such as an account password, and in a limited number of cases, a date of birth.

What has happened to my data?

We believe that the data may have been made publicly available.

My Rewards are working with the Australian Federal Police in relation to the breach.

How can I get help?

If you want more information about the My Rewards breach, you can use our live chat or call our dedicated support team on 1300 765 988 between 9am-6pm (Melbourne time). **If you have a specific enquiry, for security purposes please quote the unique reference (REF) included in The Good Guys communication to you about the breach.**

If you are concerned about the security of your personal information, you can contact IDCARE, Australia's national identity and cyber support community service. They have specialist Case Managers who can work with you in addressing concerns in relation to personal information risks and any instances where you think your information may have been misused. IDCARE's

services are at no cost to you. If you wish to speak with one of their expert Case Managers please complete an online Get Help form at www.idcare.org or call 1800 595 160. IDCARE specialist Case Managers are available from 8am-6pm AEDT Monday to Friday excluding public holidays. When engaging IDCARE please use the referral code **MRD23**.

The [ACCC Scamwatch website](#) also contains useful advice on protecting your personal information.

What do I need to do?

For Concierge Members **who set up a My Rewards account:**

We recommend you change the password on any other account which has the same password that you used for your My Rewards account.

We recommend setting strong and unique passwords for all accounts and advise changing these on a regular basis. Consider using an automatic password manager to assist in this regard.

Exercise caution and be on the look-out for suspicious communications, including unexpected communications that may appear to be from My Rewards or from The Good Guys. Do not respond directly to any communication from any organisation unless you are confident that it is legitimate. For security purposes, any communication from The Good Guys about the incident will include your unique reference number.

If you have concerns about the security of your personal information you can contact IDCare, Australia's national identity and cyber support community service. They have specialist Case Managers who can work with you in addressing concerns in relation to personal information risks and any instances where you think your information may have been misused. IDCare's services are at no cost to you. If you wish to speak with one of their expert Case Managers please complete an online Get Help form at www.idcare.org or call 1800 595 160. IDCare specialist Case Managers are available from 8am-6pm AEDT Monday to Friday excluding public holidays. When engaging IDCare please use the referral code **MRD23**.

The [ACCC Scamwatch website](#) also contains useful advice on protecting your personal information.

For Concierge Members **who did not set up a My Rewards account:**

Please be alert and on the look-out for suspicious communications, including unexpected communications that may appear to be from My Rewards or from The Good Guys. Do not respond directly to any communication from any

organisation unless you are confident that it is legitimate. For security purposes, any communication from The Good Guys about the incident will include your unique reference number.

If you have concerns about the security of your personal information you can contact IDCare (Australia's national identity and cyber support community service). They have specialist Case Managers who can work with you in addressing concerns in relation to personal information risks and any instances where you think your information may have been misused. IDCare's services are at no cost to you. If you wish to speak with one of their expert Case Managers please complete an online Get Help form at www.idcare.org or call 1800 595 160. IDCare specialist Case Managers are available from 8am-6pm AEDT Monday to Friday excluding public holidays. When engaging IDCare please use the referral code **MRD23**.

The [ACCC Scamwatch website](http://www.accc.gov.au/scamwatch) also contains useful advice on protecting your personal information.

What if I can't remember if I set up a My Rewards Account?

If you set up a My Rewards account, the communication that you receive from The Good Guys about the My Rewards data breach will refer to the fact that your My Rewards password may have been compromised.

What are you doing to help?

The Good Guys fully understand that this incident may cause concern. To assist those impacted we have set up the following resources:

Information: On 23 February 2023 The Good Guys directly contacted every Concierge Member whose information may have been impacted by the My Rewards data breach. The nature of the specific information involved for each individual will be set out in the communication that the individual receives from The Good Guys.

Assistance: We understand that this incident may cause you concern. If you have further questions or concerns please reach out to our team via phone on 1300 765 988.

For security purposes, in order for us to respond to any personal query, you will need to provide the unique reference number included in our communication to you about the breach.

The Good Guys has also partnered with IDCare, Australia's national identity and cyber support community service. They have specialist Case Managers who can work with you in addressing concerns in relation to personal information risks and any instances where you think your information may

have been misused. IDCare's services are at no cost to you. If you wish to speak with one of their expert Case Managers please complete an online Get Help form at www.idcare.org or call 1800 595 160. IDCare specialist Case Managers are available from 8am-6pm AEDT Monday to Friday excluding public holidays. When engaging IDCare please use the referral code **MRD23**.