

Answers to general questions about the incident

1) What has happened?

An employee of the Bupa Global international health insurance division (formerly Bupa International) has been found to have inappropriately copied and removed some customer information from the company. The employee has been dismissed.

2) What information has been taken?

The information does not include financial or medical data. The data taken includes: names, dates of birth, nationalities, and some contact and administrative details including Bupa insurance membership numbers.

3) How many records have been compromised?

Globally this affects around 108,000 insurance policy holders covering 547,000 people. Bupa Global has 1.4m international health insurance customers.

4) How many insurance customers does Bupa have?

Bupa has 16.5 million health insurance customers, with 1.4m of them being international health insurance customers.

5) Does this affect former customers?

Yes this affects some current and former international health insurance customers, who have policy numbers that begin 'BI'.

6) I have heard rumours of up to 1m records being compromised? Is this true?

No. All of the information and statements we have made public this week, remain valid. We are aware of a report that suggested that on 23rd June 2017 a former employee claimed to have 500,000 to one million records for sale. Our thorough investigation established that 108,000 policies, covering 547,000 customers, had been copied and removed.

We encourage any concerned customers to contact us at enquiries@bupa-intl.com or call our dedicated helpline on +44 (0)203 901 1925.

Media should contact the Bupa Press office at externalrelations@bupa.com or on +44 (0)20 7656 2176 / +44 (0)7802 873145.