



Press Release

Brussels, 10 May 2022 – 5.45 p.m. CET

KBC Insurance proactively informs 140 corporate customers that they may have been the victim of a vulnerability in the business systems of an external service provider.

During regular monitoring, KBC Insurance identified a vulnerability in the business systems of an external service provider. This external service provider allows KBC corporate customers to file occupational accident claims and to store part of their personnel records.

KBC Insurance wishes to emphasise that the systems of the external service provider are technically completely separate from KBC's own IT systems.

After the first observation, KBC Insurance immediately instructed the external service provider to take the application offline. KBC Insurance also activated an alternative non-digital procedure so that the companies could continue to file their occupational accident claims correctly and in time. KBC Insurance apologises to the affected corporate customers for any inconvenience while the digital application is not available.

Filing occupational accident claims digitally will only be possible again once KBC Insurance has sufficient guarantees that a digital application can be used securely. KBC Insurance is committed to keeping the customers concerned informed.

KBC Insurance immediately informed the 140 corporate customers who use the application and will also ask them to notify their staff members who have filed an occupational accident claim.

KBC Insurance also reported the incident to the competent authorities after the initial observation.

KBC Insurance immediately launched a thorough investigation together with the service provider, and external cybersecurity experts assisted by KBC's internal cybersecurity experts. This thorough investigation showed that due to a vulnerability in the service provider's business systems, there is a possibility that a third party gained unauthorised access to certain occupational accident reports.

So far, however, KBC Insurance has no indication that data was effectively copied, extracted and/or used.

Data security and privacy are always given the highest priority at KBC. Therefore, KBC explicitly states in its contracts with suppliers and service providers that they must apply the same high standards so that the information entrusted to them is secure.

KBC Insurance takes this incident very seriously and regrets that it involves personal information.

In order to not compromise the further investigation, KBC Insurance is refraining from providing further details.

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