
MEDIA RELEASE

28 May 2016

UPDATE - NSW TRAINLINK INVESTIGATES SECURITY COMPROMISE

NSW TrainLink is continuing to investigate a security compromise of its online reservations system.

Latest information from Police is that there is a risk that the limited credit card information in the compromised database could, in some circumstances, be used.

This database contains limited credit card information and is separate from the system used to process financial transactions which is not impacted by this event.

NSW TrainLink is working closely with Police and financial institutions to assess the risk of this security compromise. Customers will be contacted if their cards have been compromised by this incident.

NSW TrainLink is urging customers to be extra vigilant to any unsolicited requests for personal information, and to notify their financial institution if there is any unusual activity on their card.

The online reservation system remains closed. Customers should contact NSW TrainLink on 13 22 32 if they wish to make a booking.

NSW TrainLink has established an incident response group and is working around the clock to assess the impact of this security compromise and will keep customers updated as the situation develops.

Opal customers can be reassured that Opal data is kept on a separate system and has not been compromised.

MEDIA: (02) 9219 1156 / 0428 670 818