

To our customers,

We are writing to provide a further update on the cyber security incident Quest Apartment Hotels identified on 17 August 2026.

If you have been notified that your passport number and/or driver's licence number have been affected, we would like to clarify that:

- 1. If your passport number was affected:** Following the advice of the Australian Passport Office, we understand that if your Australian passport number was compromised in this data breach, your passport is still safe to use for international travel. The Australian Passport Office has advised that your passport number cannot be used to obtain a new passport and that robust controls are used to protect passports from identity takeover, including sophisticated facial-recognition technology.
- 2. If your driver's licence number was affected:** You should consider contacting your State or Territory roads authority to understand what additional steps you can take.

We are continuing to work with relevant authorities and will continue to share any advice that they provide.

Please see [Frequently Asked Questions](#) . If you have any questions or concerns, please contact our Privacy Team at privacy@questapartments.com.au.

Quest Apartment Hotels