The associations representing doctors and insurance providers here say they will work with each other to ensure good outcomes on the issue of Integrated Shield Plans (IP) financing, after the Health Ministry said it had stepped in to help settle ties upset by the latest hacking incident.

In its Facebook statement, Vhive said that it would be leaking 20,000 customers’ details for free, and that it would be leaking personal information, including names, phone numbers and possibly financial information, on its website, as well as an IT forensic investigator to look into the breach.

Information compromised in the hack included customers’ names, office and email addresses — being listed online.

Customers whose personal information was compromised were advised to change their passwords and to monitor their credit card and bank statements for any unusual activity.

Checks by The Sunday Times yesterday afternoon found that Vhive’s e-mail servers were still compromised.

The Vhive website showed only a notice of the cyberattack, which stated that the Vhive server was hacked on March 23. The website was down for half an hour.

The Vhive outlet at Sun Plaza was closed yesterday, and its security guards were on duty.

Vhive has been in its current location at Sun Plaza since May 2018. It is an IT retailer that offers one-stop computer solutions for customers.

In an e-mail to affected customers yesterday, Altdos said that it managed to hack into Vhive three times in nine days and claimed to have stolen information related to more than 300,000 customers as well as nearly 600,000 transaction records.

In previous hacking incidents, Altdos stole customer data from companies, blackmailed the compromised firms, leaked the data online when their demands were not met, and published the breaches.

Vhive told customers in an e-mail that it had been hacked and that it was working with the authorities on the steps to take to safeguard its systems.

The company said that it would be closely guided by the forensic investigator to look into the breach.

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The authorities are investigating a data breach at local furniture retailer Vhive, which led to customers’ personal information — such as phone numbers and physical addresses — being listed online.

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