



6th January 2026

Dear Hon Simeon Brown,

Thank you for your letter yesterday, advising of a Ministry of Health-led review into the responses to the recent cybercrime incident. I welcome this review and wish to assure you of our full cooperation with the team. Such a review would not only benefit us alone, but the Health Sector as a whole.

The protection of patient data is a core value and objective for Manage My Health, and we take this responsibility extremely seriously.

My team and I have therefore been deeply distressed by the occurrence of this cybercrime.

We have expressed our regret publicly for the anxiety and pain to both providers and patients caused by this criminal act.

Since becoming aware of the incident, we have taken immediate and comprehensive action. An independent forensic investigation is underway, and we have received confirmation from the international specialist team, that our current systems are secure and operating as intended. We are continuing to evaluate their detailed findings to fully understand the nature and scope of the incident.

Importantly, I wish to confirm that the core Manage My Health patient portal data is not impacted, and that practice management system data, including Medtech PMS data coming in to the Manage My Health core application, remains secure and has not been affected. These assurances are based on our current forensic findings and other system reviews.

Further, we have acted swiftly to obtain a High Court injunction on the first working day, to prevent further unauthorised disclosure and access to any data published by the criminal actors. We are in the process of serving this on major media organisations.

To support patients and practices, we are establishing a dedicated helpline for both practices and users, accessible online and via an 0800 number, to ensure timely assistance and clear guidance. We are also working closely with Health NZ, GPNZ leadership, PHOs, practices, and other affected organisations to coordinate communications and support efforts in a consistent and responsible manner to meet this challenge.



As a precautionary measure, we have advised users to change their passwords and to enable two-factor authentication for additional protection, and we will continue to reinforce these security measures through our communications.

I also wish to acknowledge, and convey my special thanks through you, for the support and assistance we have received from officials at the Ministry of Health and Health New Zealand over the past several days, including over the holiday weekend. Their engagement has been constructive and greatly appreciated. From our side, our team has been working around the clock to meet the demands of this unprecedented situation.

Once again, I welcome the review and reiterate our full commitment to transparency, accountability, and continuous improvement to safeguard patient information.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Vino Ramayah', is written in a cursive style.

Vino Ramayah

CEO

Manage My Health