# Co-op faces major disruption after sophisticated cyber attack compromises member data



The Co-operative Group has confirmed that it is facing significant disruption following what it describes as a "highly sophisticated" cyber attack on its IT systems. The incident has had a notable impact on its operations, leading to widespread disturbances across its stores.

In a communication to customers on Tuesday, May 6, Co-op chief executive Shirine Khoury-Haq expressed her apologies for the inconvenience caused and outlined the measures being taken in response to the attack. She stated that the company was encountering "significant disruption" and noted that shutting down some of their systems was a necessary step to protect the organisation.

Khoury-Haq further revealed that while the cyber criminals managed to access a limited amount of member data, including personal details, the company is committed to understanding the extent of the breach and is collaborating with relevant authorities. "This is obviously extremely distressing for our colleagues and members, and I am very sorry this happened," she remarked.

The cyber attack has been part of a wider trend, with multiple retailers, such as Marks & Spencer and Harrods, reportedly targeted in recent weeks. The effects of the incident have been felt in stores across the UK, particularly in Manchester where some locations displayed signs indicating they were operating on a "cash only" basis due to offline card systems. Reports from customers suggested that contactless payment options were also impacted at a small number of stores.

Despite the disruptions, the majority of Co-op’s 2,300 outlets were still functioning normally in terms of payment methods. A spokesperson for the retailer acknowledged the situation, stating, "This means some of our stores might not have all of their usual products available, and we would like to say sorry to our members and customers if this is the case in their local store." The company is reportedly working "around-the-clock" to mitigate disruption and restore normal service, while also attempting to manage deliveries.

In a previous communication prior to the latest updates, Co-op announced that personal data had been extracted by hackers but maintained that the extent of the breach was limited. The company had initiated shutdown procedures in response to what it characterised as "sustained malicious attempts" against its IT systems.

As the Co-op continues its efforts to recover from the cyber attack, customers and employees await further updates on the status of operations and the integrity of their data.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

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