[Headline News](#) [Credit card info stolen from 380,000 BA direct bookers](#)

September 10,

In a "sophisticated, malicious attack" that targeted payment cards, cyber-criminals have stolen personal and financial information from 380,000 customers who booked direct online with British Airways.

The crime, described by BA chief Alex Cruz as "a very sophisticated, malicious attack", let criminals obtain the personal and financial details of customers **who made bookings on BA's website or app over a two-week period: between 22:58 BST 21 August 2018 and 5 September 2018. The bookings could have been made from anywhere, including Australia.**

Australian travel agent Max Najar from Axis Travel Centre commented that "Most quality travel agents are not affected as they do not use the BA computer systems to place credit cards but their own CUG (Closed User Group) proprietary reservations systems such as SABRE, AMADEUS or GALILEO that consumers need to be aware of plus they need to consider seriously if they want to risk their travel bookings by placing their data to secure travel any website "

As a previous past longterm member of the AMEX Travel Agency Technology Council in Australia and former president of the ATTRP (Australian Travel Training Review Panel) Najar further commented that "…..the traditional travel agent that you trust and you can reach out to remains the best avenue to trust with at least some form of instant human recourse and the benefit that professional travel agents need not place your card passport and personal data online via various third party websites , but in a safer non-public accessible encrypted computer database or even a secured paper environment"

Cruz said the airline was "deeply sorry for the disruption that this criminal activity has caused". BA is urging customers affected to contact their banks or credit card providers.

The attack is embarrassing for BA as it relates to another failure of the airline's IT systems. Thieves are believed to have got the numbers, expiry dates and security code or "Card Verification Value" (CVV) on the back of the cards. There is controversy over the CVVs as they are not meant to be stored.

In June, thousands of BA customers had their tickets cancelled and refunded because of an IT glitch. Something similar but on a smaller scale happened the following month. Last year, a problem blamed on a power outage caused part of the airline's IT system to collapse and cancel hundreds of flights over a busy bank holiday weekend.

In an issued statement on the latest incident, BA said:

 "We understand that this incident will cause concern and inconvenience. We have contacted all affected customers to say sorry, and we will continue to update them in the coming days. British Airways will not be contacting any customers asking for payment card details, any such requests should be reported to the police and relevant authorities."