

Thank you for contacting RSI Support.

As set out in the notice on our website, on 21 January 2026, CIG was targeted by a systematic and sophisticated attack, resulting in unauthorised access to some backup systems, including limited access to users' personal data. CIG acted quickly to contain the activity and block further access to this data and CIG systems, and we have refreshed security settings to ensure that there is no threat to our games or our users.

While CIG is still monitoring the situation, we do not consider that the incident poses a risk to the safety of our users. The data impacted relates only to basic account details (i.e. metadata, contact details, username, date of birth, and name). No financial or payment information was stored in the affected systems and was not accessible. No passwords were impacted, and the access was read-only. No data-injection or modification occurred.

We are closely monitoring the situation and our systems to ensure that no further incidents occur. We are also taking steps to assess and detect whether any data that was accessed is released publicly. At this stage, there are no indications of any such activity.

We are sharing this update in the interests of transparency. However, we do not anticipate that this incident will have any impact on our users.

CIG acted quickly as soon as it became aware of the attack to contain the activity and block further access to the data and CIG systems. We then worked to refresh security settings to ensure that there was no threat to our games or our users and undertook an investigation.

As soon as the incident happened, we also sought urgent expert legal advice and acted on the basis of that advice. This has included making reports to regulators in certain jurisdictions where it was necessary to do so and in compliance with applicable notification obligations. We have informed users in order to be transparent and out of an abundance of caution. We do not think that the incident poses a serious, significant or high risk to users.

If you have any other questions or concerns, we are here to assist you.