Incident Update: UK Welfare Department Confirms Cyberattack on Its Systems

The UK Department for Work and Pensions now describes its service disruption as a cyberattack and has updated guidance for benefit claimants. The cause and scope remain under investigation.

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November 29, 2026

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The UK Department for Work and Pensions (DWP) has confirmed that the disruption to its online services is a cyberattack. In an update dated November 28, 2026, the department said it is investigating an attempt to gain unauthorized access alongside the National Cyber Security Centre and the Government Cyber Coordination Centre. This is a material update to CyberCenter's November 27 analysis, which reported the incident before DWP publicly described it as an attack. [1] [2]

DWP says regular benefit and pension payments will continue as normal. While it works to resolve the incident, customers who cannot attend or update their circumstances will not be sanctioned; sanctions already processed will still apply. People needing assistance should call their usual benefit line, the department says. [1]

The department has not publicly identified an attacker or established the full scope. Associated Press reported that officials said there was no evidence personal details had been compromised; that is not the same as a completed investigation. DWP advises customers to remain alert to scams and says it will not request personal or financial information by text or email. [1] [3]

Sources and links

[1] UK Department for Work and Pensions: Temporary disruption to some DWP online services, updated November 28, 2026

https://www.gov.uk/government/news/temporary-disruption-to-some-dwp-online-services

[2] CyberCenter: When Welfare Services Go Offline, November 27, 2026

https://cybercenter.space/insights/uk-dwp-cyber-incident-welfare-service-resilience-2026/

[3] Associated Press: UK government department confirms cyberattack, November 28, 2026

https://apnews.com/article/britain-cyberattack-welfare-pensions-department-dwp-7ea75dd0b1b54f2ec7242cb9b8fa6c1d

Read the original article online

https://cybercenter.space/insights/uk-dwp-confirms-cyberattack-claimant-guidance-november-2026/