Subject: Important Notice: Cybersecurity Incident Affecting Prometa Systems

Dear Client,

Further to our correspondence notifying you of system outages, we wanted to write to update you on our investigations. Our investigations have now determined that this disruption is the result of a cybersecurity incident. Your security and trust are our highest priorities, and we want to share the most reliable information available at this time. Our priority has been to ensure the incident has been fully contained and to commence a thorough forensic investigation, so that the information we provide is both accurate and as comprehensive as possible.

On 26 November 2025, we detected unusual activity within the Prometa systems. As soon as this was identified, we activated our incident response procedures and engaged external cybersecurity experts to conduct a detailed investigation.

At present, we have no evidence that any data, including that related to your organization or clients, was directly accessed. Our investigation is ongoing, and we will continue to provide updates as they become available. In the meantime, please be reassured that we have contained the unusual activity, secured affected systems, and implemented enhanced monitoring to reduce further risk.

Current Status:

- We and our appointed experts are continuing to work on this around the clock and hope to be in a position to restore services early next week. Again, we will keep you update with progress on this.
- We have confirmed that Microsoft 365 services (including email) were not compromised as part of the incident. As a precaution, we are wiping Prometa employee devices, resetting passwords, and confirming multi-factor authentication is enabled. This will allow secure access to email and OneDrive, with login managed under the guidance of our Group Chief Information Security Officer.
- We are finalizing our assessment of the impact on compromised servers, including whether there was any unauthorized access to data. We will inform you as soon as this review is complete and we have comprehensive results. Rest assured that completing this analysis is a priority for us, although we have been advised that this process can take some time. While we appreciate this is frustrating, we are committed to ensuring this process is undertaken accurately and thoroughly. We appreciate your patience and understanding on this point.

As a general point, we recommend that you remain vigilant regarding any unusual activity in your accounts or communications, avoid clicking on unexpected links or attachments, and update your passwords while enabling multi-factor authentication wherever possible. Further guidance will be provided if necessary.

We recognize the seriousness of this situation and remain fully committed to protecting your information. Our focus is on transparency and ensuring that every update we share is accurate and actionable, and we will continue to keep you informed as our investigation progresses.

If you have any questions, please contact us.

Thank you for your understanding and cooperation.