

Dear Valued clients,

We are continuing to make good progress responding to the cybersecurity incident. Please see below for the latest update.

### **Restoration**

I am pleased to say that our core systems, including Fundserv SFTP connection, are now back online. We have restored systems from back-ups, tested them to verify they are working as expected and confirmed they are now fully operational. Practically, this means that:

- As of **11:30 CST**, Fundserv has begun sending end-of-day batch order files to Prometa. These files include all trades received by Fundserv on behalf of Prometa members from **November 26 through December 1**.
- Additional files will be provided to Prometa for all their members again at the end of the day today, accounting for **December 2** trades.
- To ensure security is prioritized, Fundserv will only re-establish the below connections to dealers when we advise them to do so, currently they remain closed.
  - **Live trade feed:** currently only accepted at Fundserv, not forwarded to Prometa to validate.
  - **Non-financial updates:** remains closed - Prometa to advise when ready to receive.
  - **MyServ:** Account view for dealer and advisor remains closed

We are currently focusing on working through the backlog of activity to ensure all tasks and outstanding items are addressed in a timely manner. We will work through this as quickly as possible and thank you in advance for your patience while we complete this. We expect to complete this by EOD tomorrow.

We anticipate some minor, residual disruption as we return to our usual ways of working. Please continue to be patient and accept our apologies for any inconvenience.

### **Investigation**

Our investigation, alongside external specialists, is ongoing and our understanding of the incident remains the same. We will continue to keep you informed of relevant updates.

### **Next steps**

We will continue to work on getting back to business as usual. In parallel, our investigation is ongoing and, as mentioned above, we will keep you informed with our progress.

Thank you for your understanding. If you have any questions, please don't hesitate to let me know.

Kind Regards

**Wendy Bailey**

Vice President of Operations

Prometa Fund Support Services Inc.