

To: Ms Marilyn Teo Su Lin (marilynteosl@tbmg.com)
From: Mr John Tan (johntan@tbmg.com)
Date: 4th November 2019
Subject: DRAFT: Data breach at TBMG

Dear Marilyn,

Thank you for putting me on this task to draft an email for the affected patients. Would you review my work and let me know if I can add any further information? Thank you.

Best regards,
John Tan

To: Dr Julian Wong Meng Teck (julianwongmt@tbmg.com)
From: Ms Marilyn Teo Su Lin (marilynteosl@tbmg.com)
Date: 4th November 2019
Subject: Data breach at TBMG

Dear valued customers,

Thank you for putting your trust in us and supporting our growth within Asia-Pacific. We continue to strive being the leading healthcare provider that you can trust.

As part of our enhanced monitoring effort, our system has discovered a data breach and has been confirmed by the IT experts last night. A thorough investigation showed that your personal data including personal information and medical history have been downloaded by the perpetrator.

You can be assured that TBMG take such data breach very seriously and steps have been taken to conduct comprehensive review of our data security system. A police report has been filed and we have engaged external security experts to assist in the investigation. As the investigation is still in the early stage, we are unable to provide details on how the breach happened. However, you can expect prompt updates on the situation and our representatives to keep in touch with you regularly. You may also browse through the mainstream media as we will be providing updates there as well.

We cannot rule out the possibility that the perpetrator would use the data to reach out to you. In that aspect, you might experience unusual calls that ask for your personal details. Please refrain from giving any personal information to the caller before verifying their authenticity. These are some active steps you can take if you suspect any unusual calls:

- 1) Check for the caller name, department and the organization that he represents
- 2) Ask for a number that you can call back to reach the caller again
- 3) Put off the call and contact the relevant organization to ensure that they are conducting a personal detail check

We are very sorry for any inconvenience caused. You may contact us through our hotline at +65 6123 7890 for updates. As we expect high demand in call requests following this incident, you may

also connect with us on our Facebook page as we will provide prompt updates there as well. Thank you so much for your understanding in this matter.

Yours faithfully,
Julian Wong Meng Teck
Group CEO and Executive Chairman