

To: marilynteo@tbmg.com

From: johntan@tbmg.com

Dear Marilyn,

As required, below is the draft email for the affected patients. Kindly let me know if any changes are needed to the email.

Thank you

John Tan

Subject: Important update on data

Dear valued customer

TBMG as the leading integrated private healthcare provider, has consistently taken pride in serving esteemed customers like you. We continue to strive to enhance our patients' health and well-being by providing the best total healthcare to you.

In recent years, there has been an increase in cyberattacks targeted at the healthcare sector due to important personal information being stored. As protecting your personal information has been utmost importance to us, we have invested heavily in Information Technology (IT) security systems to secure patients' information. We also have the largest IT experts' team in the region that provides robust maintenance and prevention procedures.

As part of the prevention procedures, our advanced monitoring system runs regular checks on the system. It discovered that 10,000 patients' data has been unauthorizedly accessed and downloaded, including yours. Information stolen include personal data such as names, identity card numbers, addresses, contact details and medical data like diagnosis and treatment history. Financial records have been stolen as well. Preliminary investigations revealed that the hackers used a phishing attack to gain access.

Upon being notified by the system, we took immediate actions and secured the system to prevent any further data breach. There has been no disruption of healthcare services during the period of the attack, and patient care has not been compromised. We take a serious view of any illegal access of data that compromises the confidentiality of our patients' data. We reported it to the police and relevant authorities immediately and are assisting them in their investigations. We also hired an independent digital forensics and security firm to investigate the incident and enhance our security measures.

We offer our heartfelt apology for the inconvenience caused to you. As a gesture of goodwill, we offer you a 10 percent discount off any future consultations or treatments. We remain committed to being your trusted partner for health and look forward to supporting you in the future.

We would also like to remind that TBMG will never ask you to share your personal information by email or phone calls. We will keep you informed of any further developments and please do not hesitate to contact us at information@tbmg.com.

Thank you

Dr Julian Wong Meng Teck

Group CEO and Executive Chairman

Thomas Bingley Medical Group