

CUSTOMER DATA SECURED THROUGH RAPID RESPONSE

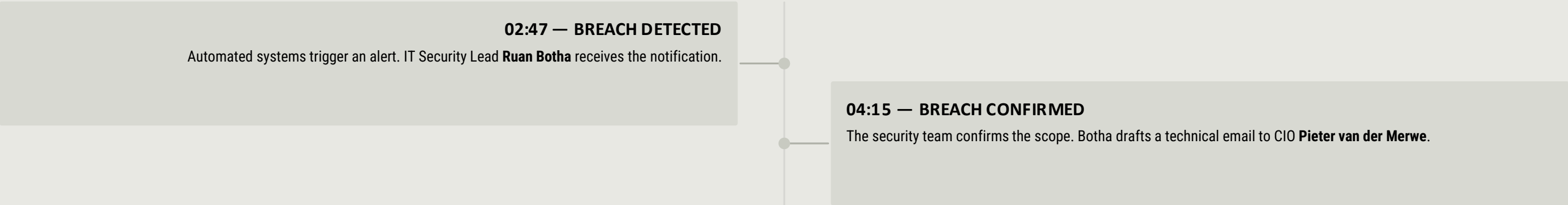
1. Multiple Servers from our retails were able to identify that hackers were able to penetrate our database
2. Approximately 2.3M records were leaked from our customer database
3. The hackers movement was detected across 3 server locations including our physical server
4. Forensic team has been deployed and will take an estimate of 72 hours to assess the situation
5. We recommend the use of external team to assist in responding to the breach with a estimated cost between R2.4 million - R4.1 million
6. Response to information Regulators is to be decided from the response of legal review
7. We are awaiting executive response until we are able release any information to our customers

STRUCTURE UNIT:

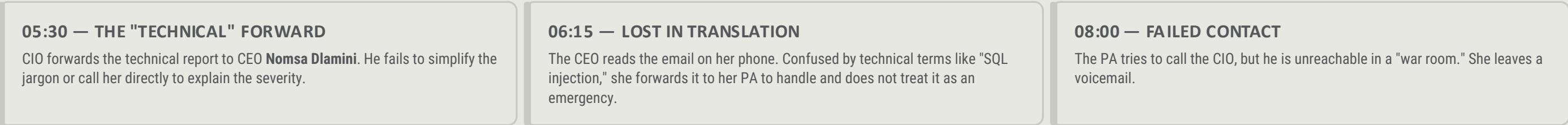
1. Customer data accessed through system weakness
2. System secured: Investigation and containment in progress
3. Notify regulators and customer within 48 hours

THE COMMUNICATION TIMELINE: WHERE IT ALL WENT WRONG

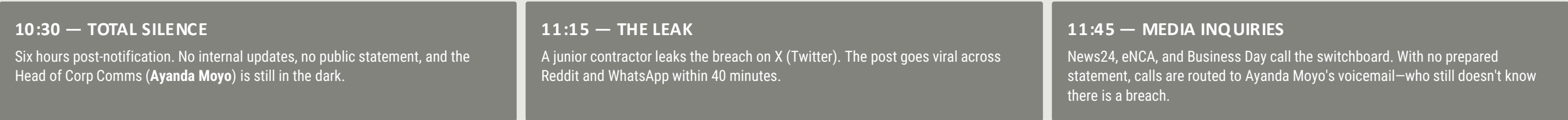
THE EARLY HOURS: TECHNICAL DISCOVERY



THE MORNING: COMMUNICATION BREAKDOWN



THE MIDDAY: PUBLIC FALLOUT



THE AFTERNOON: ESCALATION & CRISIS

