



Mango CyberInternational, Inc.
1234 Innovation Drive
Tampa, FL 45678
Phone: (555) 010-2025
Email: mango-support@example.org

Data Incident Reference: MCI-2025-10-07

October 7, 2025

Subject: Notice of Security Incident

Dear Valued Customer,

We are writing to inform you of a recent privacy incident. This letter is from Mango CyberInternational, Inc., a company that provides biometric authentication solutions for organizations worldwide. Unfortunately, this event may have involved your data.

What Happened?

On October 7th, 2025, Mango CyberInternational identified suspicious activity within our computer systems that occurred without our authorization. We immediately took steps to stop this activity, launched an internal investigation, engaged a specialized cybersecurity team, and notified law enforcement.

Our investigation determined that a cybercriminal intercepted communications between users and our biometric authentication systems using a man-in-the-middle (MITM) attack. By covertly positioning themselves between legitimate users and our servers, the individual was able to capture and relay authentication traffic in real time. This allowed the attacker to monitor certain verification attempts and, in some cases, replay or manipulate transmitted data to gain unauthorized access to user accounts protected by our systems. The activity is believed to have occurred between August 10th, 2025, and September 5th, 2025.

We have no reason to believe that your data was specifically targeted. The MITM activity appears to have been opportunistic, resulting from the attacker repeatedly probing network connections until they were able to intercept and exploit a session successfully. Our system records indicate that this process was carried out multiple times, affecting several users enrolled in the biometric authentication systems we manage.

What Information Was Involved?

We have notified our business customers of this event. The type of data that may have been viewed depends on the communication sessions intercepted by the attacker. In most cases, biometric templates themselves remain protected by strong encryption and were not exposed.

Based on current findings, the information potentially accessed includes general contact information transmitted during authentication sessions—such as name, address, date of birth, phone number, and email—and certain metadata related to recent login attempts (e.g., timestamps or device identifiers). We do not believe that financial information, passwords, or unencrypted biometric data were accessible through this attack.

Why Did This Happen?

A cybercriminal positioned themselves between users and our biometric authentication systems, enabling them to intercept, monitor, and relay authentication traffic. This method—known as a man-in-the-middle attack—allowed the attacker to view certain transmitted information and, in limited instances, manipulate the communication to gain unauthorized access to specific user accounts.

What Is Mango CyberInternational Doing?

We acted swiftly to protect our systems and the individuals impacted. Our steps included:

- Disabling affected communication channels immediately.
- Partnering with cybersecurity experts to investigate and strengthen network protections.
- Implementing enhanced encryption and authentication safeguards to prevent session interception.
- Increasing monitoring of network traffic associated with biometric authentication.
- Notifying affected business customers and law enforcement.

What Can You Do?

At this time, no additional action is required from you. However, as a precaution, we recommend:

- Remaining alert for suspicious emails, calls, or texts that may reference your personal information.
- Being cautious of unusual login requests or prompts for biometric verification.
- Contacting your institution or service provider if you suspect fraudulent use of your credentials.

Questions or More Information

If you have questions or need further information about this incident, please contact Mango CyberInternational Support at (555) 010-2025 or mango-support@example.org and reference Data Incident MCI-2025-10-07.

Sincerely,

Ava R. Morgan
Chief Privacy Officer
Mango CyberInternational, Inc.