



Subject: Important Notice: Service Interruption Due to Security Incident

On April 18th, our systems experienced a ransomware attack that temporarily disrupted our usual operations. The impact is unknown at this time; however, we continue to assess and manage the situation to minimise the impact to our customers and partners. Please be assured that we are treating this matter with the utmost seriousness and urgency.

We have immediately mobilised our resources, engaging with the Royal Bahamas Police Force (RBPF) and the Cyber Incident Response Team (CIRT-BS), who are diligently assisting us in resolving this issue securely and efficiently. Rest assured, we are also working closely with top cybersecurity experts to manage and rectify the situation. Our teams are tirelessly working around the clock to restore all services as swiftly as possible, demonstrating our unwavering commitment to you, our valued customers and partners.

We fully understand the criticality of the services we provide to you and are resolute in our commitment to resume normal operations quickly. We are taking every necessary step to fortify our systems, implementing robust measures to prevent such incidents in the future.

We appreciate your understanding and patience during this time. Your trust in us is paramount as we move forward. We will update you as we progress or as more information becomes available.

Thank you for your continued support and partnership.

Contract Person: Mr: Dion O Bethell, President and CFO

Date: 19th April 2024