



IMPORTANT NOTICE

REGARDING THE PROTECTION OF YOUR PERSONAL INFORMATION



We are writing to inform you of a cybersecurity incident involving one of the Funds Administrator service providers, MIP Holdings (Pty) Ltd (MIP). The incident has affected some personal information relating to you.



Our own systems were not compromised and remain secure and fully operational. The incident was confined to a legacy system used by MIP, which was separate from our systems.



We are notifying you so that you are properly informed, in accordance with section 22 of the Protection of Personal Information Act, 2013 (POPIA), and so that you can take any precautionary steps you consider appropriate.



This notification explains:

- What happened, and what personal information may have been affected
- The possible consequences of unauthorised access to the personal information
- What has been done to address the incident
- The steps you can take to protect yourself

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WHAT HAPPENED?

MIP identified a breach in their legacy project management and software development workflow system, known as Jira. Immediate steps were taken by MIP to investigate the nature and scope of the unauthorised access and secure the affected system.

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WHAT INFORMATION MAY HAVE BEEN AFFECTED?

The categories of personal information affected may include one or more of the following



Name and surname



Identity number



Contact details



Banking details

i Not every category of information was affected for every individual.

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WHAT ARE THE POSSIBLE CONSEQUENCES?

Although we are not aware of any misuse of your personal information, unauthorised access may create a risk of:

- Identity theft or identity fraud
- Phishing, social engineering or impersonation attempts
- Unauthorised attempts to access online accounts
- Other misuse of personal information

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WHAT STEPS HAVE BEEN TAKEN?

While this cannot eliminate all risk, we are not presently aware of any confirmed misuse of your personal information and MIP has advised that it obtained undertakings from the threat actor that the unlawfully accessed data has been deleted and will not be published or otherwise misused.

Although we are not aware of any confirmed misuse of personal information at this stage, we are providing this notification to ensure affected individuals are informed and able to take appropriate precautionary measures.

Since learning of the incident:

- ✓ The incident has been investigated by MIP with the assistance of cybersecurity specialists;
- ✓ Appropriate containment and security measures have been implemented;
- ✓ Notifications have been made to the Information Regulator;
- ✓ Ongoing monitoring and remediation activities are being undertaken; and
- ✓ We continue to engage with MIP to assess the full impact of the incident and ensure that strengthened security measures are in place.

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WHAT SHOULD YOU DO?

As a precaution, we recommend that you:

- ✓ Be cautious of unexpected emails, phone calls or text messages claiming to be from the Fund or other trusted institutions or ask you to share personal information
- ✓ Do not disclose passwords, PINs or one-time pins (OTPs) if asked to do so by phone, text message or email
- ✓ Monitor online and email accounts for suspicious or unauthorised activity
- ✓ Be cautious of phishing attempts and avoid clicking on links or opening attachments from unknown or unexpected sources
- ✓ Use strong, unique passwords for your online accounts and enable multi-factor authentication where available
- ✓ Change any password that you use across multiple services
- ✓ Monitor your bank accounts and financial transactions for any unauthorised activity;
- ✓ Promptly report any suspected identity theft, fraud or unauthorised account activity to your financial institution; and

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FURTHER INFORMATION



Protecting the personal information of members and beneficiaries remains a priority and we regret any concern this incident may cause, we wish to assure you that we are treating the matter with the utmost seriousness and urgency.



Should additional information become available that specifically affects you, we will provide further communication as soon as reasonably possible.

We take the protection of personal information seriously and regret any concern that this incident may cause.



SHOULD YOU HAVE ANY QUESTIONS?

Should you have any questions regarding this notification or require further information, please contact the Funds Administrator:



Email : info@wsmeb.co.za



Telephone: 011 845 4700