



## May 2, 2022 | Customer Service Notice

### Dear Valued Customer:

I am writing at this time to inform you of a data security incident that occurred at MagTek. On April 25th, we discovered that part of our network was subject to a ransomware attack. At this time, we know that certain of MagTek's servers have been encrypted but are not aware of any compromise to any of our customers' sensitive information. Further, this attack was directed only to MagTek systems; Magensa's information technology infrastructure is completely separate and distinct from MagTek's, and after an in-depth examination, we have found no evidence of intrusion into any Magensa systems.

Our response to this incident has been swift and decisive. We immediately commenced containment efforts, which included disconnection of the impacted servers, preliminary identification, and remediation of sources of compromise, and the retention of an independent forensic expert firm to assist us in conducting a thorough investigation into the incident. Our investigation is still in its early stages, but if we determine that any of your information has been affected because of the threat actors' intrusion, or your company is otherwise impacted, we will promptly let you know.

We are sorry for any inconvenience this incident may have caused. We are of course taking this matter extremely seriously, and we ask that you please be patient as we work diligently to contain and remediate this incident as promptly and comprehensively as possible, so that we can continue to provide you our usual high level of service. In the meantime, please remain vigilant with respect to your own systems, and do not hesitate to contact your sales professional if you have any questions or would otherwise like to discuss this matter further.

Thank you,

Roger Applewhite  
President and CEO