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Dear Valued Customer,

Subject: **Notification of Potential Data Security Incident**

At TiAuto Investments (Pty) Ltd, Holding Company of *Tiger Wheel & Tyre, Tyres & More, Treads Unlimited, Treads 4 Africa, UTSA (Pty) Ltd., Wheel Collision (Pty) Ltd., Africa Mobility Solutions (Pty) Ltd., Activated Carbon Technology Holdings (Pty) Ltd, TiAuto Tyre Wholesalers (Namibia) Pty Ltd* we prioritize the security and privacy of our customers' data.

Regrettably, our organisation was a victim of a cyber hack with a view to solicit ransom from the organisation. TiAuto will never accede to paying nor engaging with criminals.

As a responsible corporate citizen, we must inform you in terms of section 22 of the Protection of Personal Information Act 4 of 2013 ("POPI ACT"), as we hereby do, of a potential data security incident that we have recently discovered.

On the 28th of December 2023, our cyber security team detected suspicious activity within our internal systems. The team took the proactive step of immediately disconnecting all servers, computers, POS devices, all domains and all Outlook and Microsoft interfaces in order to contain the attack.

TiAuto immediately appointed the expert services of a cyber security company to assist our team to neutralize the threat and determine if anything had been compromised.

We are pleased to say that we have managed to contain the attack. We are in the process of bringing the systems back up incrementally, after a full analysis has been executed on every device and server in the group, including those where there are third party API links with third party suppliers or customers.

The investigation is ongoing and until we obtain a full forensic cyber audit report, we will be unable to fully and comprehensively determine the exact nature of any potential data breach.

As at the date of this notification, we cannot confirm definitively if any customer data has been compromised, but as can be expected we are taking this matter extremely seriously and are taking all necessary steps to assess the situation thoroughly.

DIRECTORS

Alex Taplin (CEO), Charl Drury (CFO),
*Burchert Johannes, *Eric Kump (USA), **Steve Parker (UK),
*Jacci Myburgh, *Munyaradzi Tshuma

* Non-Executives
** Independent Non-Executive

What Information Might Be Affected?

At this time, the specific data affected by this incident and any possible consequences thereof is yet to be determined. Our investigation is underway, and we are working diligently to understand the scope of the potential breach. The security and confidentiality of your information remains a top priority for us, and we are committed to providing transparent updates as we learn more.

What Are We Doing?

Upon discovering this cyber attack, we immediately disconnected all servers, computers, POS devices, all domains and all Outlook and Microsoft interfaces in order to contain the attack; initiated an internal investigation; and engaged leading cyber security experts to assist us in assessing and managing the situation. We are reporting the incident to the Information Regulator as required by the POPI Act.

Our team is working around the clock to identify the extent of the breach, secure our systems, and prevent any further unauthorized access.

We are also cooperating fully with relevant authorities and will adhere to all legal and regulatory requirements in handling this matter.

What you can / should you do!

While we work to resolve this issue, we encourage all customers to **remain vigilant** and report any suspicious activity related to their accounts or personal information to us at compliance@tiauto.co.za. Please be assured that we will continue to update you as more information becomes available.

Protecting your data and maintaining your trust are of the utmost importance to us.

We sincerely apologize for any inconvenience or concern this incident may cause.

We are committed to keeping you informed and to taking the necessary steps to reinforce our security measures.

If you have any questions or concerns, please do not hesitate to contact our dedicated customer support team at compliance@tiauto.co.za.

Sincerely,

TiAuto Customer Services team