

22 June 2021

Dear Policyholder

### **Notification of Data Breach**

We regrettably wish to inform you that on the 9 June 2021, an industry service provider suffered a data breach and was therefore subject to an illegal and unauthorized access to its IT Infrastructure.

We have been in touch with them, along with several other insurers, about all security and safety matters. Their investigations as of today confirm that the data extracted from their systems included client banking details such as bank account numbers, names, and surname of account holders as well as bank branch codes. Sensitive information such as identity numbers and policy details were not accessed.

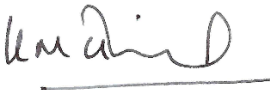
NNAC applies extreme caution when it comes to the security of policy holder data in line with our Protection of Personal Information (POPI) responsibilities. We are satisfied that the service provider has made use of best-in-class forensic investigators and digital cyber security experts to investigate this incident and ensure that the breach was swiftly rectified. They further confirm that they have appropriate disaster recovery procedures in place. We are satisfied with the steps they have taken to date.

The relevant regulatory authorities have also been informed of the data breach and are being kept abreast of all developments related to the incident.

**We urge you to please be cautious regarding any unauthorized or suspicious activity on your bank accounts, including any suspicious phone queries relating to them. Should you become aware of any unusual or suspicious activity, please notify your financial institution immediately.**

We apologise for any inconvenience caused.

Should you have any queries, please email our Head of Compliance, Vicky Lakhraj at [vicky@nnac.co.za](mailto:vicky@nnac.co.za)



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**Kalim Rajab**

Managing Director

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