Clientèle

CIB

PRIVATE & CONFIDENTIAL

23 July 2024

BY EMAIL

Dear Client

RE: NOTICE OF DATA PRIVACY INCIDENT

1. As a Clientèle Limited ("Clientèle") Policy holder, Nedbank Limited ("Nedbank") and Clientèle hereby notify you, in terms of 22 (1) (b) of the Protection of Personal Information Act, 4 of 2013 (POPIA), that Nedbank experienced a data privacy incident involving your personal information.

2. On 9 May 2024, a system error at Nedbank resulted in a data privacy incident where some of your personal information was unintentionally sent to another Nedbank corporate client. The data was sent in an encrypted file that could only be accessed by that Nedbank corporate client and was not distributed further. The data that was sent in error included your name, identification number, bank account number and contact number.

3. Nedbank corrected the system error within 24 hours of becoming aware of the erroneous disclosure.

4. As the data was encrypted and the incident was addressed within 24 hours, Nedbank is of the view that the risk of your personal information being used by an unauthorized person is mitigated, as it is not in the public domain. We however recommend that you review and monitor your accounts and if you become aware of any unusual or suspicious activities or transactions, please contact us.

5. Regardless of the mitigating measures highlighted above, Nedbank takes all breaches of personal information, regardless of materiality, extremely seriously and as a result we continue to enhance our controls and processes to mitigate the risk of this re-occurring.

6. Nedbank was required to complete a reconciliation of data and the reporting process to the Information Regulator that has now been addressed. Nedbank and Clientele have notified the Information Regulator of this matter in line with the requirements of POPIA.

Directors: AD Mminele (Chairperson) JP Quinn (Chief Executive) HR Brody (Lead Independent Director) BA Dames MH Davis (Chief Financial Officer) NP Dongwana Dr MA Hermanus EM Kruger P Langeni RAG Leith L Makalima MC Nkuhlu (Chief Operating Officer) Dr TM Nombembe S Subramoney Company Secretary: J Katzin 15.07.2024

Nedbank Ltd Reg No 1951/000009/06. Licensed financial services and registered credit provider (NCRCP16).

7. The safety and security of our customer information is, and remains, our top priority. We apologise for any inconvenience caused. Should you have any further queries, please contact the Clientèle Information Officer at 011 320 3131 or email pmakovhololo@clientele.co.za.

Yours faithfully

Peter Robinson

Chief Information Officer: Clientèle Limited

Ian Carter

Division Executive Nedbank CIB: Transactional Services