

Summary Ransomware / Security Incident

Dear Valued Customer,

On Saturday, August 21, 2021, we were victim of a massive criminal cyber-attack. Unknown perpetrators used a ransomware to attack Leschaco's servers, which are located at external service providers. Large parts of our IT system were paralyzed. Professional IT extortionists had encrypted information and destroyed data. As we have strong IT security precautions and a modern IT infrastructure, we were able to rectify quickly the damage caused and, after an outage lasting several days, resume its activities largely unscathed.

Nevertheless, we needed several days to restore all important and useful functions for our customers and partners to their full extent in the usual reliability and security. Throughout the entire period, we kept our customers, partners, and the public informed of all progress in rebuilding our systems. [We have kept our customers and the public continuously and transparently informed.](#)

We did everything needed before and after the incident to protect our customers' data as best as possible. Immediately after the attack, all servers were taken offline and subjected to IT forensics. An IT security team was set up, which at times included more than 100 experts. This team slowly restarted the systems over the following days, with every computer and every process being extensively checked for anomalies. The entire system was treated as a "closed room". Thus, it was not possible to call arbitrary computers from the Leschaco network. This still protects the company network internally and externally.

It cannot be completely ruled out, that a limited amount of data has been stolen during the break-in. However, the IT forensic analyses have shown that it is highly unlikely that any sensitive data was leaked. Customer data was particularly strictly protected.

Since the incident, the already high data security standards at the Leschaco Group have been increased even further. We thank our customers and business partners for their patience and cooperation in these challenging times.

Therefore, if you have any questions about the security of your data and business at Leschaco, please feel free to send us an e-mail or get directly in contact with us via phone. Thank you once again for putting your trust in Leschaco!

Yours,

Constantin Conrad

Chief Digital Officer.

Disclaimer

Please note that all information reported in the Customer Advisory is to the best of our knowledge at the time of writing, but we cannot guarantee its correctness or accuracy.