

TO: TWK SHORT-TERM INSURANCE POLICYHOLDERS
NOTICE OF UNAUTHORISED ACCESS TO PERSONAL INFORMATION
5 FEBRUARY 2024

1. What's happened?

It has come to our attention that the personal information of short-term insurance policyholders of TWK Insurance was inadvertently disclosed to Santam Insurance Limited by TWK Insurance personnel. In the case that you are a client with a short-term insurance policy and TWK Insurance as your broker, your personal information may have been included in the disclosure. The personal information in question may consist of your name, surname, identity/passport number, Company registration number (if applicable), VAT registration number (if applicable), gender, contact details, phone number, email address, physical address, details of your insurer, payment method (excluding banking details) and number of claims.

2. What we've done to address this?

We take our information security seriously and have due regard to the integrity and confidentiality of personal information in our possession or under our control. We've adopted generally accepted information security practices and procedures and implemented reasonable technical and operational measures to prevent the loss, damage, or unauthorized destruction of personal information and unlawful access to or processing of personal information.

After discovering the compromise, we conducted a diligent investigation and consulted with Santam Insurance's Information Privacy Officer as soon as possible. Santam Insurance has taken reasonable measures to destroy the personal information, and we found no evidence to suggest any unauthorised processing or unlawful use of the personal information, confirmed by Santam Insurance.

Nevertheless, we remain committed to upholding the Protection of Personal Information Act and have improved our controls and security measures to safeguard the information.

3. What does this mean to you?

We have received written confirmation that Santam Insurance has destroyed the personal information. However, we recommend that you stay vigilant and take necessary precautions to safeguard your personal and sensitive information. As our valued policyholder, your security is of utmost importance to us.

4. What can you do?

We recommend that you take the following precautions to protect your online security and personal information:

- Make sure to change your online account passwords frequently, and don't share them with anyone.
- Verify all requests for personal information and only provide it if you are comfortable and the request is legitimate.

- Implement two-factor authentication whenever possible for your email, apps, and social media accounts.
- Regularly perform anti-virus and malware scans on your personal computer and mobile device.
- Be cautious when clicking links embedded in emails, texts, messages, or attachments, especially if you are not expecting the communication or the sender is unknown.

If you suspect that your identity has been compromised or that you have been a victim of fraud, immediately contact the Southern African Fraud Prevention Service (SAFPS) at +27 (0)11 867 2234. SAFPS can help prevent fraud and protect you from the associated impacts of identity theft and impersonation.

5. How to get in touch with us?

We understand that it can be unsettling if you have any concerns or questions regarding this notification. Please be assured that we comply with regulatory requirements to protect your interests and ours. Should you need to contact us, please contact your broker or Mr. Armand Kruger, TWK Insurance Admin Manager, at akruger@twkagri.com or via phone at +27 (0)17 824 1576.