

# **TrueMove H Complies with NBTC's Order and will Assist Customers Affected by Unauthorized Data Access and Raise Data Security Measures**

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With regards to the recent incident involving the unauthorized access to TrueMove H's 11,400 customers' personal data required in online purchasing mobile handsets with TrueMove H SIM cards from iTruemart (one of TrueMove H's sales channels) as well as the National Broadcasting and Telecommunication Commission's (NBTC) notification instructing TrueMove H to comply with regulations concerning personal data and privacy protection and telecommunication freedom, TrueMove H is providing full cooperation to follow the regulator's orders, and would like to reassure all concerned that the Company or TrueMove H has set data security as its top priority in its business operations in strict compliance with existing NBTC regulations.

TrueMove H would like to express its deep regret regarding the incident arising with iTruemart, which has caused considerable concern among customers about the Company's data security measures. TrueMove H has taken every possible action to take control of the situation, including seeking cooperation from iTruemart in blocking access to all the affected customer data, reporting the case to responsible authorities, sending SMS to possibly affected customers and enabling them to make toll-free enquiries to its 1242 Call Center 24 hours a day. TrueMove H will also be responsible for any damages that may have been caused to the affected customers as a result of this incident.

The Company would like to emphasize that this incident does not affect TrueMove H's overall customers as their personal data provided to the Company is stored in the internal data centers of the Company, which are strongly secured and protected as per national regulations and requirements as well as by TrueMove H's own stringent internal measures concerning personal data protection. The Company regularly inspects its data security systems to ensure that customers' personal data under its supervision is stable and secured from any possible threats. To further enhance security, TrueMove H will also hire a world-class cyber security firm to help us ensure future data integrity.

TrueMove H will also collaborate with iTrueMart and other business partners in improving and developing personal data security standards to cope more efficiently with potential security threats that may arise with future developments in technology.