

## Mitigation Plan

1. Assemble a cross-functional team with representatives from IT/ Cyber Security, DPO, Risk, Compliance, Marketing, Operation, Customer Office, PR, Legal, Customer Service Center, and Senior Management.
2. Immediately inform customers about the issue through all available channels, including official social media and the company website.
3. Provide regular updates to customers about the progress of resolving the issue.
4. Work with the technical team to identify the root cause of the problem and implement a solution as quickly as possible.
5. Conduct a thorough review of the incident to identify any areas for improvement and implement changes to prevent similar issues from happening in the future.