

15 July 2026

Subject: Important Notice About Your Personal Information

Dear Valued Client,

We are writing to let you know about a recent data breach involving a project and task management system used by one of our third-party service providers.

Sanlam was alerted to the incident on 14 June 2026 and immediately took steps with the service provider and cybersecurity experts to secure the affected environment and investigate the matter. On 28 June 2026, we were able to confirm which records were affected. Importantly, the Safrican technology environment was not compromised.

Our investigation confirmed that your name, policy number and contact details were included in the affected data. *Your identity number and banking information were not compromised.*

We understand that this news may be concerning for you and your members, and we sincerely apologise for any concern or uncertainty this incident may cause. We want to assure you that we are treating this matter seriously. Protecting personal information is extremely important to us, and we are committed to keeping affected individuals informed and supported throughout this process.

Although there is currently no evidence that the information has been compromised, we will contact affected members directly and have established dedicated support channels should they require assistance.

However, as a precaution, we recommend remaining vigilant of any of unexpected emails, SMSs or phone calls requesting personal or financial information. Never share passwords, One-Time Pins (OTPs).

If you notice suspicious activity or believe your personal information has been used unlawfully, please report it immediately to the Southern African Fraud Prevention Service (SAFPS) on 011 867 2234 or visit www.safps.org.za.

If you have any questions or require further assistance, please contact us on: (011) 778 8000 or service@safrican.co.za

Kind regards
Theo Bohlale
Chief Executive Officer

Sanlam Business Park, 11 West Street, Houghton, 2198
PO Box 616, Johannesburg, 2000
T +27 11 778 8000
www.safican.co.za

Safrican Insurance Company Limited | Reg. No. 1935/007463/06 | A licensed insurer conducting life insurance and an authorised Financial Services Provider FSP No: 15123

Directors: Preston Speckmann (Independent Director and Chairman) | Anele Mbuya (Co-CEO) | Theo Bohlale (Co-CEO) | Seadimo Chaba (Independent Non-Executive Director) | Karabo Morule (Independent Non-Executive Director) | Karabo Nondumo (Independent Non-Executive Director) | Bongani Madikiza (Non-Executive Director) | Princess Nobonga (Company Secretary)

DATA BREACH FAQs

CUSTOMER / BROKER

What happened?

- One of our third-party service providers experienced a data breach involving a project management system that contained certain customer information.

When did this happen?

- Safrican was alerted to the incident on 14 June 2026 and immediately took steps with the service provider and cybersecurity experts to secure the affected environment and investigate the matter. On 28 June 2026, we were able to confirm which records were affected.

Why am I receiving this letter?

- Our records indicate that some of your personal information may have been included in data affected by a recent data breach experienced by Safrican involving one of our third-party service providers.

I do not have any policies with Safrican or Sanlam Developing Markets, why am I receiving this communication?

- The information involved relates to historic records from more than seven years ago.
- You may previously have been a member of a group scheme that was underwritten by Safrican during that time. As your personal information may have been included in the affected data, we are required to notify all individuals whose information may have been exposed.

Was Safricans' system breached?

- No
- Our investigation confirmed that Sanlam's own technology environment was not breached.

What information may have been affected?

Depending on your individual record, this may include:

- Name
- Identity number
- Contact details
- Bank account details (where applicable)

Are my policies still safe?

- Yes.
- Your policies remain active and this incident does not affect your policy benefits.

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- Where applicable, the name, surname and date of birth ("DOB) details of life assured(s) and beneficiary(ies) on your policy may have been affected.

What should I do now?

Be cautious of:

- Emails requesting personal information
- SMS scams
- Phone calls claiming to be from banks or insurers
- Requests for OTPs or passwords

What should I do if someone contacts me?

- Do not share personal information unless you have verified the identity of the caller

Has the Information Regulator been notified?

- Yes.
- Safrican has fulfilled its regulatory notification obligations.

What is Sanlam doing?

We have:

- Investigated the incident
- Worked with independent experts to further safeguard your data
- Secured the affected environment
- Communicated with impacted customers
- Established dedicated support channels

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