



NOTICE OF SECURITY INCIDENT

March 15, 2024

Dear Valued Clients,

RE: Important Notification Regarding Data Breach Incident at IronRock Insurance Company Limited

We are writing to inform you of a recent data breach incident that occurred at IronRock Insurance Company Limited (IronRock), affecting our IT infrastructure.

We want to assure you that maintaining the security and privacy of our clients' information is our top priority. We have conducted a thorough investigation into the breach and want to provide you with the following key details:

On February 6, 2024 we experienced a cybersecurity incident affecting limited sections of our IT infrastructure. Upon discovery, we and our cybersecurity experts took immediate action to contain the incident and minimize its impact on our operations and our stakeholders. We regained full control of our infrastructure within an hour of the breach being detected.

At the time, we did not observe any evidence of exfiltration of data from our networks, however, out of an abundance of caution we and our security experts commenced monitoring activity on the dark web. On March 14, 2024 we experienced a data breach, as we became aware of IronRock data published on the dark web. We note that the personal data published was from an auxiliary machine and not part of our core systems and that the data itself was more than 4 years old. Our investigations have determined that the data includes the names and addresses of a limited number of clients.

Our operational databases, main systems and daily operations were not impacted.

In response to this incident, we have reviewed and reinforced our cybersecurity protocols to further enhance our defences against potential threats. We remain vigilant in our efforts to protect your data and maintain the trust you have placed in us.

We want to reassure you that the security of your personal data remains a priority for IronRock. We have robust security measures in place to safeguard your information and prevent future unauthorized access.

We apologize for any concern this incident may cause you. We are committed to transparency and accountability in our communication with you, our valued clients.

Thank you for your continued trust and support. We appreciate the opportunity to serve you and remain dedicated to providing you with the highest level of service and security.

Should you have any questions or concerns regarding this incident, please do not hesitate to contact our Data Protection Officer, Mr. Maurice Bolt, at dpo@ironrockjamaica.com or 1-876-656-8000. We are here to assist you and provide any necessary information or assistance.

Sincerely,

Maurice Bolt
General Manager – Technology and Operations
IronRock Insurance Company Ltd.

www.ironrockjamaica.com
dpo@ironrockjamaica.com
+1-876-656-8000