



System Downtime and Security Update

12 November 2024

Dear Members,

As part of our ongoing efforts to enhance system security and improve service reliability, we will be conducting a server upgrade and maintenance on the following dates:

- **10am on Friday, 15 November to 6pm on Sunday, 17 November**
- **10am on Friday, 22 November to 6pm on Sunday, 24 November**

During the above dates, our systems will be temporarily shut down. There will be no processing of withdrawal requests or loan applications during these two downtimes.

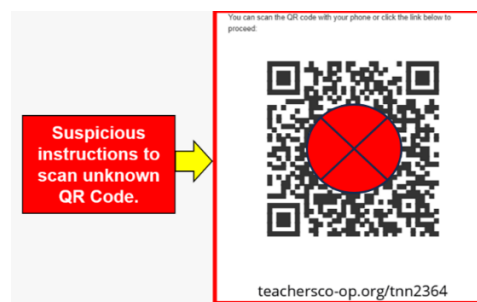
Our office will remain open as usual and our team will be available to assist you with any enquiries.

Reminder

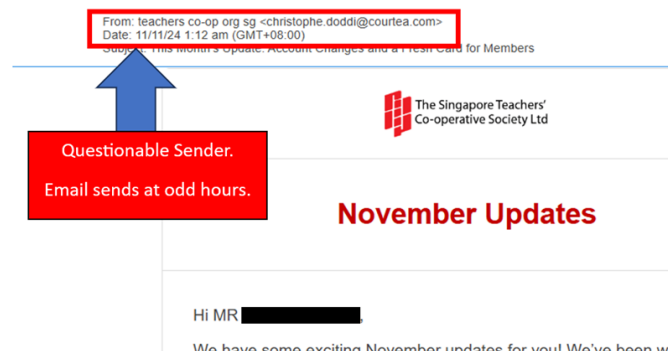
1. Staying Vigilant:

Members are to remain cautious when dealing with unsolicited phishing emails. Please be reminded:

- a) Avoid clicking on links, scanning QR codes, or engaging with chatbots in suspicious emails.



- b) Delete phishing emails immediately and block the sender.



- c) Do not share personal information in response to emails claiming to be from Teachers' Co-op.

We appreciate your continued vigilance and co-operation as we enhance our systems and security measures.

2. Security of Your Information:

We would like to reiterate that our in-house systems are designed with layers of security to safeguard your information. The member web login portal, which is currently under investigation as the potential source of the breach of personal data, is separate from our in-house systems where your financial records and savings are securely maintained.

There was no evidence of unauthorised access to financial data or accounts. Your savings with the Co-op remains safe with us.

We have disabled the member login feature for viewing Statements of Accounts (SOA) on the web portal until further notice. This precautionary step is part of our ongoing investigation into recent suspicious activity and to further protect your information.

Should you require a copy of your latest SOA, please email your request to cs@teachersco-op.org.sg or contact us at 6440 4393.

Steps Taken:

- a) We have engaged external forensic cybersecurity experts to investigate the breach. They will assess the extent of the incident and address any vulnerabilities in our systems.
- b) In compliance with regulatory requirements, we have reported this data breach to the Personal Data Protection Commission (PDPC) on 11th November 2024.

We are committed to learn from this incident and will implement additional security measures to safeguard our members' data.

Thank you for your understanding and patience during this period. We remain committed to keeping you informed and ensuring the security of your information every step of the way.

Warm regards,
Teachers' Co-op Members Support Team