

## Customer Cybersecurity Incident Notification

### Important Security Notice

In the event of a cybersecurity incident affecting our systems, services, customer data, or financial transactions, Signatureglobal Comtrade Pvt Ltd . will promptly inform affected customers and stakeholders through appropriate communication channels, including our website, email, SMS, and customer support channels.

The notification may include:

- Nature and description of the incident.
- Date and time of detection.
- Potential impact on customer data, accounts, funds, or services.
- Actions taken by the organization to contain and remediate the incident.
- Service restoration and recovery plans.
- Customer precautions to prevent fraud and social engineering attacks.
- Contact details for assistance and incident-related queries.

### Customer Security Advisory

Customers are advised to:

- Never share passwords, OTPs, PINs, or authentication credentials with anyone.
- Remain vigilant against phishing emails, fraudulent calls, SMS messages, or social engineering attempts.
- Verify any communication claiming to be from the organization through official channels.
- Report suspicious activities immediately to the organization's helpdesk.

### Commitment

Signatureglobal Comtrade Pvt Ltd . is committed to protecting customer information and maintaining the security, confidentiality, integrity, and availability of its systems and services. Updates regarding any significant cybersecurity incident will be communicated in a timely manner through official channels.