



22 November 2021

**ATTENTION: MEMBERS OF TSRF**

Dear Member

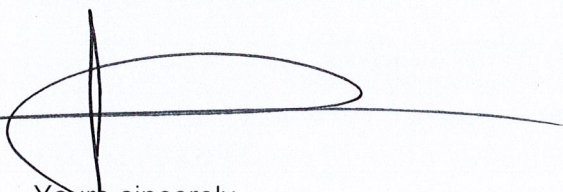
**DATA BREACH NOTIFICATION IN ACCORDANCE WITH SECTION 22 OF THE PROTECTION OF PERSONAL INFORMATION ACT**

We hereby notify you that on 19 November 2021, the Fund's administrator advised us that a data breach had occurred on the Benefit Counsellor application utilized by members. Benefit statement information has been accessed by an unauthorized third party who hacked into the Benefit Counsellor application. Directly as a result of hereof, we have reasonable grounds to believe that your personal information, in particular your 2020 benefit statements, has been accessed and acquired by an unauthorised third party. We have no details yet of the reasons for this breach and what the information will be used for.

A full investigation is being conducted, to determine the identity of the perpetrators. It is with regret that we advise you hereof, and advise you that the Fund and its service providers are taking all reasonable steps to investigate this incident and take legal steps to remedy and mitigate. Additional security measures and firewalls have been added, and all administrator passwords have been updated and strengthened.

Be assured that we have implemented additional measures to avoid a repeat of this incident, inter alia, by reviewing all existing policies and procedures, further training of all the Fund administrator's employees, ensuring that all personal private information is encrypted, updating security and system access, identifying any gaps and closing such gaps.

We apologise for any inconvenience caused and assure you of our continued support and attention on implementing remedial action to avoid any further loss or inconvenience to you. Should we receive further information we will communicate further with you.



Yours sincerely

**JOE LETSWALO**

**PRINCIPAL OFFICER / INFORMATION OFFICER**

**Moving Towards A Better Future**