

Notification of Criminal Data Breach

We are deeply sorry to advise you that Cayman National in the Isle of Man has experienced a criminal data breach.

You are being provided with a copy of this notice because the breach may have affected your data.

What happened?

Based on forensic investigations to date, it appears that an unauthorised third party gained access to our electronic systems and obtained confidential data relating to our clients and our business.

We are aware that certain of the confidential data stolen has been published online, including personal, corporate, trust, and financial data, such as our clients' names, addresses, account numbers, account balances, and bank statements.

We are also aware of claims made by third parties online that other confidential information, including copies of passports, KYC data, and communications between us and our clients, has been stolen and made available online. We are urgently investigating those claims. At this time, we also cannot rule out the possibility that they may release further stolen confidential information in the future.

What are we doing?

We are continuing to investigate the extent of the theft of confidential data as a matter of urgency. We have appointed specialist forensic and cyber security experts to assist with the investigation and further enhance the security of our systems and processes.

We have notified and will continue to liaise with the relevant regulators and authorities.

What should you do?

As at this date, there have been no confirmed instances of fraud or identity theft.

However, we recommend that you continue to be extra vigilant in order to protect yourself. The stolen data could potentially be used for fraudulent purposes. We encourage you to be on the lookout for any suspicious communications requesting information or payment from you. Please be cautious of any communications purporting to come from us, particularly if any factor is different (e.g.: a different phone number, address, email, voice, instruction, etc.) Please remember that we will never contact you unprompted to ask for your account details or security information and we will never ask you to disclose your passwords.

If you suspect any suspicious activity, you should report it to your local police and our dedicated Breach Support Line, as detailed below.

Cayman National Bank (Isle of Man) Limited and Cayman National Trust Company (Isle of Man) Limited
Cayman National House 4-8 Hope Street Douglas Isle of Man IM1 1AQ British Isles
T +44 (0)1624 646900 F +44 (0)1624 662192 info@caymannational.com www.caymannational.im

Member of the Republic Financial Holdings group of companies. Cayman National Bank (Isle of Man) Limited and Cayman National Trust Company (Isle of Man) Limited are registered in the Isle of Man numbered 025966C and 131302C respectively.

VAT No GB 000 717 527

Cayman National Bank (Isle of Man) Limited and Cayman National Trust Company (Isle of Man) Limited are licensed by the Isle of Man Financial Services Authority.



We deeply regret having to write to you regarding this incident. Our commitment to security is paramount. We will strive to minimise any possible implications caused by this incident and to ensure the future safety of your data.

Should you have any questions, kindly contact our Breach Support Line on +44 800 640 9928 or email dataenquiry@caymannational.im Please also call this number if you have any concerns or suspicions, however minor. We will continue to update our website www.caymannational.im with material developments in relation to this matter.

We thank you for your understanding.

Yours faithfully

Nigel Gautrey
Managing Director

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