



MEMO

August 8, 2022

Re: ACF Technologies, Inc. Statement on Twilio Incident

Dear Valued ACF Customer,

ACF Technologies, Inc ("ACF") places great importance on information security, including cybersecurity, to protect against external threats and malicious insiders. Our cybersecurity program prioritizes detection, analysis, and response to known, anticipated or unexpected threats, effective management of risks, and resilience against incidents. We continuously strive to meet or exceed the industry's information security best practices. ACF expects the same commitment of our vendors. For this reason, we wish to communicate an incident involving one of our SMS providers, Twilio.

On Monday, August 8, 2022, ACF received the following notification:

"On August 4, 2022, Twilio became aware of unauthorized access to information related to a limited number of Twilio customer accounts through a sophisticated social engineering attack designed to steal employee credentials. This broad-based attack against our employee base succeeded in fooling some employees into providing their credentials. The attackers then used the stolen credentials to gain access to some of our internal systems, where they were able to access certain customer data. We continue to notify and are working directly with customers who were affected by this incident."

ACF has reached out directly to Twilio, and we have confirmed that while the investigation is still ongoing, at this time, Twilio has not identified ACF as an impacted customer. Currently, there is no reason to believe our account was involved in this incident and if anything changes as the investigation continues, we will be notified immediately.

ACF is requesting daily updates from Twilio to confirm that we have not been impacted and ensure that all ACF and customer data continues to be secure.



Below is a link to the Official Twilio Statement on the Incident:

<https://www.twilio.com/blog/august-2022-social-engineering-attack>

Should you have any questions, please reach out directly to me at the contact below.

Sincerely,

andrea karrick

Andrea Karrick

Andrea Karrick

Contracts & Security Compliance

FSO/DPO

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