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January 17, 2025

To Our Valued Clients:

I'm writing to acknowledge the recent service interruption your organization may have experienced in our servicing of your accounts and constituents. First, let me say that we take this situation very seriously and sincerely regret the inconvenience.

This week we experienced an operational disruption due to a third-party compromise of one of our technology operating systems that controls our Virtual Desktop Infrastructure (VDI) servers. These servers allow access to computer systems from a remote device. A few ancillary servers were also affected. VDI systems are typically the most secure methodology to allow for accessing necessary operating environments. Because this technology operating system was unfortunately compromised by a third party, a safe recovery required diligent and disciplined repair efforts that lasted from several hours to several days, causing potential disruption to your services.

Some facts on the incident are as follows:

- The operational impact began on Monday, January 13, 2025.
- The event occurred in isolated environments to a subset of Conduent's virtualization hosts which are, again, utilized to enable the service we provide.
- Malicious activities were contained quickly, and vulnerable accounts were isolated or disabled.
- The environment is currently considered to be free of known malicious activity as confirmed by our third-party security experts.

We are continuing to manage the operational 'tail-end' of this event and will engage you directly if there is any further concern for your organization.

We value our partnership and are dedicated to ensuring the continued trust and confidence you place in us. As you know, the cyber world is ever-changing and we have deployed, and continue to upgrade, sophisticated protection technologies and partnerships to protect your data and operations.

Thank you for your business and patience.

Sincerely,

A handwritten signature in black ink, appearing to read "Cliff Skelton".

Cliff Skelton
President and Chief Executive Officer
Conduent