Cybersecurity Incident Notice

Notice following completion of the independent forensic investigation

Updated 9 October 2026

What happened

The Company's information technology environment was subjected to a limited ransomware attack in the late hours of 6 August 2026.
Platinum Life subsequently engaged Integrity360, an independent cybersecurity and digital forensics firm to investigate the incident.

Integrity360 has concluded its forensic investigation and found, foremost, that:

- **There is no evidence of the Company's core policy administration systems and customer database infrastructure having been breached or accessed.**
- The threat actor attempted to deploy a ransomware script. This attempt was detected and halted by Platinum Life's security controls before any files were encrypted.
- No data was encrypted or destroyed as a result of this incident.
- A limited amount of data was exfiltrated from file servers containing day-to-day work files.
- **There is no evidence of Platinum Life data having been leaked or published on a dark web marketplace or on any public leak site.**

Platinum Life has not responded to, negotiated with, or otherwise interacted with the threat actor at any point, nor has the threat actor engaged Platinum Life since the incident.

What information was accessed

Whilst the exact nature of the limited data exfiltrated remains unclear, the breached file servers contain mostly the work product documentation of employees (day-to-day work files), as opposed to a repository of customer data.

The nature of the files hosted on the file servers and the absence of any data having been published or released by the threat actor, suggests that the attacker failed to successfully exfiltrate any meaningful personal information or any personal information that can be monetised.

What we have done

In addition to Platinum Life having engaged Integrity360, the Company has notified the Information Regulator, in accordance with the Company's obligations under POPIA.

Moreover, the Company has significantly strengthened its security posture post-incident.

"Integrity360 commends Platinum Life for its rapid, decisive, and effective response to the security incident."

Further updates

The Company will, in accordance with our regulatory obligations and commitment to transparency, provide further updates and communicate directly and proactively with any individuals or entities should we be presented with evidence of personal information having been accessed.

Platinum Life sincerely apologises for any concern this incident may cause. We recognise the seriousness of a breach and are doing everything in our power to understand its full impact and to prevent any recurrence. We remain committed to safeguarding the information entrusted to us by our clients, partners, and stakeholders.

What you can do

We recommend that all clients remain vigilant and take the following precautionary steps:

- Monitor your financial accounts for any unusual or unauthorised activity.
- Be alert to phishing scams, and be cautious of unsolicited emails, telephone calls, or messages requesting personal or financial information.
- Strengthen your passwords and avoid reusing passwords across platforms.
- Report suspicious activity: if you notice anything unusual, please contact us immediately using the details below.

Contact us

If you have any questions or concerns regarding this incident, please contact our dedicated response team:

- By email: response@platinumlife.co.za
- By telephone: 010 140 9052
- Working Hours: 08:00 – 16:30, Mondays to Fridays