

Dear Sir or Madam,

Every now and then we hear about internet scams, impersonifications, and data frauds. There may also be attempts to impersonate KLUŚ. In such attempts scammers usually provide a different bank account for the transfer.

Therefore, we have prepared some information and advice on cybersecurity. Please be vigilant and follow the precautionary rules:

- **Check that the sender's email address is correct.** Fraudsters can manipulate the displayed address to imitate the original one. They sometimes use e-mail addresses that are similar or differ, for example, by one character from the original, e.g. mari@klus.pl ; a.nowak.klus.pl@xyz.com. The sender's e-mail address actually used is usually visible in the message properties in your e-mail program. The correct structure of our employees' email addresses is: n.secondname@klus.pl or name.secondname@klus.pl
- Make sure your incoming mail server has an active **anti-spam filter** and sender verification services: SPF, DKIM, DMARC.
- **Pay particular attention to unusual situations**, e.g. contact from a different e-mail address or telephone, using a different document template, e-mail or footer.
- Whenever you receive information about changes in essential data (delivery address, account number, e-mail address) **confirm the correctness of the change using another communication channel** (e.g. if you receive an e-mail, call our Customer Service or BDM employee to confirm it).
- Fraudsters often make the website and its address look like the original one. **Therefore, when visiting the website or clicking on the link to the website, verify that the address provided is correct**, especially when the website requires logging in.

KLUŚ has been keeping bank accounts in the same bank since the beginning and we are not planning any changes in this regard. We do not carry out transactions to other, temporary bank accounts. We do not close bank accounts in connection with audits. We do not accept cryptocurrency payments.

If you have any doubts as to the authenticity of communication with us, verify it using a different communication channel. Please contact your KLUŚ sales representative directly. We thank you for your understanding and cooperation in these serious matters.

KLUŚ Team

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