



Dear Valued Customers,

A recent incident at the CrowdStrike cybersecurity firm has led to IT outages globally for companies using Microsoft Windows hosts. However, these outages have not affected our services.

Rest assured, your account and personal information remain safe and secure. The outage was related to a defect in a software update. No security incident or cyberattack has occurred at CrowdStrike or Microsoft, and many apps and services have already recovered.

As stewards of your data, we take protecting your personal information very seriously. Federal officials have warned that threat actors are taking advantage of this incident for malicious activity. We encourage you to remain vigilant against phishing attempts and to only follow instructions from legitimate sources.

Your security and service continuity remain our top priorities as we continue working to restore access.

Thank you for your understanding.

Sincerely,

**GBC International Bank**

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