



BIOMEDICAL

CALEDONIA MEDICAL LABORATORY LTD.

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February 5, 2025

DOCTOR AND CLIENT NOTIFICATION

Dear Doctors and Clients,

We would like to provide an update on the recent incident affecting our internal systems. As you are aware, Tropical Storm Raphael hit Jamaica on November 5, 2024. The following day, November 6, we discovered that all our critical systems had been knocked offline, likely due to a power surge that damaged our essential computer equipment. Many of these devices had to be imported, which caused significant delays in the restoration process. It took several weeks for the equipment to arrive in Jamaica and for our servers to be brought back online. As a result, this has contributed to delays in our turnaround time, and we are still working diligently to restore everything to full capacity.

In addition to the physical damage caused by the storm, we also experienced an unauthorized access incident that affected our network and systems here at Caledonia Medical Laboratory Limited. We take this matter very seriously and are fully committed to being transparent with all our stakeholders.

Upon discovering the issue, our first action was to hire a certified cybersecurity and forensic investigator to address the problem. Our team immediately disabled all network and system access to prevent further complications. Specialists conducted a thorough investigation to determine the origin of the issue and assess the extent of the impact. We promptly notified the Jamaica Cyber Incident Response Team (JaCIRT) and law enforcement authorities. Additionally, we selected a new managed services provider and implemented enhanced security measures. Our network underwent significant updates, and our internal security policies were strengthened.

The investigation revealed that the incident resulted from unauthorized access by an external vendor. At this time, we are investigating the extent of the breach which potentially exposed private sensitive data. In the event that any breach has occurred, we will reach out directly to

individuals who may have been affected. This experience highlights the importance of carefully managing third-party access and mitigating the risks associated with vendor integrations. We have also revised our protocols for vendor relationships and tightened our security measures to ensure that our data and systems remain protected moving forward.

To further strengthen our security, we have upgraded our entire IT infrastructure to the latest available updates. We also implemented a Security Information and Event Management (SIEM) system and Intrusion Detection Systems (IDS) to better safeguard our digital assets. Additionally, our technical team received advanced security training to enhance their ability to detect and resolve security issues more swiftly. While no system is completely foolproof, these actions have significantly improved our ability to defend against digital threats.

Looking ahead, our team is working on a comprehensive Cybersecurity Program to further secure our systems. We will continue investing in advanced technology tools and employee security training to stay ahead of future risks.

We want to reassure you that we are doing everything possible to protect your data and maintain the trust you have placed in us. We deeply regret any inconvenience caused and sincerely appreciate your patience as we strengthen our security measures and complete our investigation. If you have any questions or need assistance, please do not hesitate to contact us any time at:

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Thank you for your understanding and continued support.

Yours truly,

CALEDONIA MEDICAL LABORATORY LIMITED


Helen Christian MBA, BSc.

Chief Executive Officer