

Date: October 28, 2024

Place: Chennai

Ref: SHAI/B & S/SE/132/2024-25

To,
The Manager
Listing Department
BSE Limited
Phiroze Jeejeebhoy Tower
Dalal Street
Mumbai – 400001
Scrip Code: 543412

To,
The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot C/1,
G Block, Bandra-Kurla Complex
Mumbai – 400051.
Scrip Code: STARHEALTH

Dear Sir/ Madam,

Sub: Update on the unauthorized access

We, Star Health and Allied Insurance Company Limited (**Company** or **we** or **us**) write in furtherance to our previous communication regarding the cyber security incident involving unauthorized access by an unknown person or group of persons (**Threat Actor**) to certain customer data (**Incident**), bearing (i) reference SHAI/B & S/SE/92/2024-25 and dated August 14, 2024, and (ii) SHAI/B & S/SE/128/2024-25 dated October 12, 2024.

We wish to provide the following updates regarding the Incident:

- (i) The Risk Management Committee (**RMC**) and IT Committee (**ITC**) of the Board of the Company (**Committees**) in their meeting held on October 28, 2024, discussed the incident in detail as part of a review of the cybersecurity posture and position of the Company. The Committees suggested some additional measures to enhance the information security posture and standards of the Company.
- (ii) The Company had appointed an independent firm (being experts in cybersecurity matters) to conduct a forensic investigation into the incident. The investigation has been completed and the executive summary of the report of the investigation was discussed and deliberated on by the Committees.
- (iii) Pursuant to the orders passed by the Madras High Court and Indian Cyber Crime Coordination Centre, all known websites on which the Threat Actor had publicly exposed certain data and Telegram bots deployed by the Threat Actor, have been taken down.
- (iv) The Company had appointed an independent firm (being experts in cybersecurity matters) to conduct a forensic investigation into the allegations of involvement made by the Threat Actor against the Chief Information Security Officer (**CISO**) of the Company. The forensic investigation has been completed and it concluded that that (a) the alleged communication between the Threat Actor and the CISO was fabricated by the Threat Actor; and (b) there were no links between the CISO and the Incident, and no evidence of any wrongdoing was found.

The certified true copy of the extracts of the minutes of the meeting of the RMC held on October 28, 2024, is attached as **Annexure A**

The above disclosure will also be made available on the Company's website www.starhealth.in

Kindly take the same on record.

Thanking you,

For Star Health and Allied Insurance Company Limited,

Jayashree Sethuraman
Company Secretary & Compliance Officer

Annexure A

EXTRACTS OF MINUTES OF THE MEETING OF THE RISK MANAGEMENT COMMITTEE (“COMMITTEE”) OF THE BOARD OF STAR HEALTH AND ALLIED INSURANCE COMPANY LIMITED (“COMPANY”) (RMC MEETING No.03/2024-25) HELD ON MONDAY THE 28th DAY OF OCTOBER 2024 AT 09:30 A.M. AT THE CORPORATE OFFICE No.148, Dr. RADHAKRISHNAN SALAI, MYLAPORE, CHENNAI 600 004.

UPDATE ON THE CYBER INCIDENT

The Chief Risk Officer (“**CRO**”) presented to the Committee a brief overview on the cyber incident, the modus operandi used by the Threat Actor (TA) for data exfiltration and the forensic audit findings in this connection.

He further briefed the Committee on the containment and recovery measures undertaken by the Company, the steps taken to protect policyholder’s interest, and the communication initiatives with partners, employees and customers.

He also briefed the Committee on the investigation undertaken by an independent firm on the involvement of the Company’s Chief Information Security Officer (“**CISO**”) and explained that the investigation did not uncover any links between the CISO and the cyber incident, and no incriminating evidence was found.

The overall impact of the incident was also explained to the Committee. The information security team then updated the Committee on the VAPT (Vulnerability Assessment and Penetration Testing) & Security Assessment Vendor evaluation that is being carried out by the Company.

The legal activities and actions taken by the Company were also presented to the Committee.

The CD&TO & CRO then jointly presented to the Committee the action plan on technology and security projects, and the way forward.

The Committee deliberated in detail on all the above matters and took note of the same. The Committee took note of the reports by the forensic auditors and the investigation report on the CISO by the independent firm.

The Committee further advised the Company to strengthen its information security systems and update the Committee periodically on the progress made as against the presented action plan.

// CERTIFIED TRUE COPY//

For Star Health and Allied Insurance Company Limited

Jayashree Sethuraman
Company Secretary