

To Whom It May Concern,

We are writing to inform you that a cyber attack targeting our company's information systems was detected on January 12, 2026. Our initial findings suggest that certain personal data may have been accessed by unauthorized third parties.

Immediately upon detection, we implemented comprehensive technical and administrative measures to contain the incident and mitigate its impact. All relevant internal protocols and legal processes have been initiated.

Based on our current assessments, it is estimated that certain records may have been affected. Detailed investigation and verification efforts are currently ongoing.

To minimize potential risks, we strongly recommend that you take the following precautions:

- *Update your passwords for your accounts associated with our services.*
- *Enable two-factor authentication (2FA) wherever possible.*
- *Remain vigilant against suspicious emails, messages, or phone calls.*
- *Monitor your account activity regularly and report any suspicious transactions.*

The incident is being reported to the relevant regulatory authorities in full compliance with legal requirements. We will continue to provide updates as new information becomes available.

For any questions or requests regarding this matter, please contact us at verisorumlusu@goldenrose.com.tr

Additionally, if you encounter any unusual requests or suspicious transaction demands outside of our routine operations, please contact our relevant department immediately at +90 212 456 53 00.

Sincerely,

Erkul Kozmetik San. ve Tic. A.S.