

*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](mailto: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.*