



MEDIA RELEASE

MTN CYBERSECURITY INCIDENT

Accra, April 28, 2025. MTN Group has experienced a cybersecurity incident. However, our platforms remain fully operational, and we continue to monitor our environment closely. The confidentiality, integrity and availability of our systems remain central to how we operate and serve our customers.

We are mindful that our stakeholders may have concerns. While at this early stage of the investigation, we have not been able to ascertain the full extent of the incident, early indications are that about 5700 MTN Ghana customers' data may have been affected. We will contact the customers involved.

We are working closely with leading cybersecurity experts and are conducting a forensic investigation to assess any impact to our environment in line with our established security protocols. The investigation is still ongoing, and we are devoting the requisite resources to resolve this matter. As a reminder, customers are encouraged to remain vigilant and follow regular security measures, such as:

- To mitigate any fraudulent consequences, a fraud alert can be placed on an individual's credit report at any of the major credit bureaus.
- Keep MTN, MoMo and banking apps and devices updated.
- Use strong, unique passwords for accounts and change them regularly.
- Be cautious of unexpected messages and do not click on suspicious links.
- Do not disclose information such as passwords, PINs and OTP when asked to do so by phone, text message or email.
- Activate multifactor authentication where available.

MTN assures its customers that the privacy of information is our top priority, and we remain committed to safeguarding the integrity of our systems and the trust placed in us by our customers and other stakeholders. We will continue to contain and manage this matter carefully.

We understand that this incident may raise concerns, and we are committed to providing you with the updates and guidance required during this time. If you have any questions or need additional information, please do not hesitate to reach out to our support team on our toll-free customer care number 100.

End.

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Public



About MTN Ghana

MTN Ghana is the market leader in the mobile telecommunications industry in Ghana, offering subscribers a range of exciting options under Pay As You Go, Pay Monthly and Mobile Financial Services. The company is part of the MTN Group which is a leading emerging market leader with a clear vision to lead the delivery of a bold new digital world to our customers. We are inspired by our belief that everyone deserves the benefits of a modern connected life. Scancom PLC is listed on the Ghana Stock Exchange. Our strategy is **Ambition 2025: Leading digital solutions for Africa's progress.**