



## K-ELECTRIC LIMITED

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September 10, 2020, 09:20:21

**The General Manager**

Pakistan Stock Exchange Limited

Stock Exchange Building

Stock Exchange Road

Karachi

**Subject:** Statement on Cyber-attack

Dear Sir,

We would like to inform that K-Electric experienced an attempted cyber-incident earlier this week. While all critical customer services including bill payment solutions and 118 call-centre are operational and fully functional, to ensure the integrity of our systems, as a precautionary measure, we have isolated few non-critical services. As such customers may experience some disruption in accessing duplicate bills from the KE website. As an alternate, duplicate bills may be availed from the nearest K-Electric Customer Care Centre. We have initiated consultation with international information security experts and are also collaborating with local authorities in this regard. You are requested to disseminate this information to TRE holders.

Yours Sincerely,