

Subject: Important notice regarding a recent security incident

Dear User,

We are writing to inform you of a security incident involving Metabase, a third-party analytics provider used by Paradigm.

On August 7, 2026, Metabase disclosed to Paradigm an exploitation of a previously unknown software vulnerability in their platform. A threat actor leveraged this vulnerability to access data belonging to a number of Metabase customers, and Paradigm was among those affected.

This security incident only affected Metabase's systems. Paradigm's own core infrastructure and services were not affected. During the incident, the threat actor was able to access a subset of end-user data, including information you may have provided as part of our Know Your Customer verification processes such as email and mailing addresses, passport numbers, dates of birth, driver's license information, and other personal details.

Upon learning of this incident, Paradigm took immediate steps to respond, remediate, and mitigate risk, including revoking and rotating security tokens and adopting the security measures and upgrades recommended by Metabase.

In the meantime, we recommend users exercise caution with any unsolicited emails or communications they may receive, and be vigilant for credit and financial fraud and identity theft, as phishing attempts following incidents of this nature are not uncommon. Please note that this notice was not delayed at the request of law enforcement.

If you have any questions or concerns, please do not hesitate to contact us at security@paradigm.co.

Thank you,

Paradigm Security

Paradigm Connect Asia Pte. Ltd.
71 Robinson Road #15-106
Singapore 068895

Your Right to Obtain a Police Report

You have the right to obtain any police report filed in regard to a security breach incident. If you believe you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Your Right to Place a Security Freeze

You have the right to place a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit. There is no charge to place, temporarily lift, or permanently remove a security freeze on your credit report.

Equifax®
P.O. Box 740241
Atlanta, GA 30374-
0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-
1000
1-800-888-4213
www.transunion.com

To place a security freeze, you must contact each of the three major nationwide consumer reporting agencies separately. When requesting a security freeze by mail, you should include: (1) your full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth (month, day, and year); (4) current address and previous addresses for the past five (5) years; (5) proof of current address, such as a current utility bill or telephone bill; and (6) any other personal information required by the applicable credit reporting agency. If you request a freeze online or by phone, the agency must place the freeze within one (1) business day. If you request a lift of a security freeze online or by phone, the agency must lift the freeze within one (1) hour. If you request a security freeze or lift of a security freeze by mail, the agency must place or lift the freeze no later than three (3) business days after receiving your request.

Fraud Alerts: You also have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert lasts one (1) year and requires businesses to take steps to verify your identity before extending new credit. If you are a confirmed victim of identity theft, you are entitled to an extended fraud alert lasting seven (7) years. To place a fraud alert, contact any one of the three agencies listed above; that agency is required to notify the other two.

Monitor Your Accounts and Credit Reports: We recommend that you regularly review statements from your financial accounts and periodically obtain your credit report from one or more of the nationwide consumer reporting agencies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

You can obtain further information about protecting yourself from identity theft by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your state Attorney General, and the FTC.

Additional Resources

Federal Trade Commission - Identity Theft Clearinghouse: 600 Pennsylvania Avenue, NW, Washington, DC 20580 | www.identitytheft.gov | 1-877-IDTHEFT (1-877-438-4338) | TTY: 1-866-653-4261

New York Attorney General: The Capitol, Albany, NY 12224 | www.ag.ny.gov | 1-800-771-7755
Massachusetts Attorney General: One Ashburton Place, Boston, MA 02108 | www.mass.gov/ago | 1-617-727-8400

New Jersey Attorney General: RJ Hughes Justice Complex, 25 Market Street, Trenton, NJ 08625 | www.njconsumeraffairs.gov | 1-800-242-5846

Florida Attorney General: The Capitol PL-01, Tallahassee, FL 32399 | www.myfloridalegal.com | 1-866-966-7226

Alabama Attorney General: 501 Washington Avenue, Montgomery, AL 36130 | www.ago.alabama.gov | 1-800-392-5658

Texas Attorney General: P.O. Box 12548, Austin, TX 78711 | www.texasattorneygeneral.gov | 1-800-621-0508

Thank you,

Paradigm Connect Asia Pte. Ltd.