



Unit 14
Gray Office Park
Galway Retail Park
Headford Road
Galway, Ireland
www.coffeebean.com

January 31, 2024

Dear Valued Customers,

We thank you for your continued commitment to the brand.

Due to the proliferation of social engineering and phishing attacks, we highly recommend you follow the security measures listed below.

- It is best practice to perform validation procedures to ensure that any change in bank account details is legitimate, such as securing proof of bank account and validating the legitimacy of the change by directly calling the authorized contact person.
- Enable the following security features of your email platform.
 - ✓ A complex password comprised of 8 – 12 alphanumeric and special/ symbol characters.
 - ✓ Passwords should be changed every 3 – 6 months for all users especially for administrators. When changing a password, the previous 5 passwords should not be reused.
 - ✓ Accounts must be locked after 3 – 5 unsuccessful attempts and to reauthenticate in a period of 5 minutes or until an administrator enables the account/user ID.
 - ✓ Multi-factor authentication should be enabled for all users especially for administrators.
 - ✓ Email authentication protocols is key to preventing unauthorized senders and domain abuse. This includes configuring SPF, DKIM, and DMARC – respectively, *Sender Policy Framework*, *DomainKeys Identified Mail*, and *Domain-based Message Authentication, Reporting & Conformance*.
 - ✓ Email threat protection - Most secure email gateways provide acceptable levels of threat protection that include content filtering for malware, scripts, unwanted file types, spam, size, rate, as well as bandwidth control. Providers also include anti-spoofing, anti-phishing, and encryption. The configuration of all these capabilities depends on your organization's security policy and business priorities.
- Heightened awareness by educating and consistently reminding your resources on how to detect and avoid social engineering and phishing.

This letter is also to remind you of some important items listed below.

- 1) **Super Magnificent Coffee Company Ireland Ltd. bank account details** - Please continue to remit your payments to us using the bank account details below. Please be informed that we have made NO CHANGES in our bank account.

Account Name: Super Magnificent Coffee Company Ireland Ltd.
Account Number: 0032085415
Bank Name: Citibank Europe Plc
Bank Address: 1 North Wall Quay, Dublin 1, Ireland
Account Currency: US DOLLAR
Swift Code: CITIIE2X
Account Type: WIRE
IBAN: IE61CITI99005132085415
Branch Code: 500

Should there be any changes in our bank account details in the future, we will formally inform you through email and/or secure channel, coming from Super Magnificent Coffee Company Ireland Ltd.

Furthermore, for all payments to Super Magnificent Coffee Company Ireland Ltd., kindly submit the proof of payment and payment advice to the email addresses listed below. Payment shall be deemed successful only upon verification of crediting to the correct bank account.

TO: arcustomer@jws.com.ph
CC: joanna.guanlao@jws.com.ph

We enjoin you to comply with the requirements and recommendations to ensure the smooth flow of authorized transactions.

Thank you.

Very truly yours,

Siobhan Brinklow

Siobhan Brinklow

SMCC Finance