



Cyber Security Incident at Sunrise Credit Union

1. What happened?

We recently learned of a cybersecurity incident affecting our servers. We are taking this incident very seriously and are thoroughly investigating the matter - we will provide an update once we have further information.

2. What did you do?

We initiated standard incident response processes, rapidly shutting down access, introducing strengthened security measures, and bringing on external experts to support an investigation.

3. Is the issue contained?

The incident was contained, and systems are secure. In-branch services have been limited since this event took place on June 8, 2022. We continue to serve our customers through online and mobile app banking, ATM, and Point of Sales services.

4. What does it mean for your operations?

Because the investigation and remediations are ongoing and out of an abundance of caution, our branches will continue to operate as we have been since the incident took place on June 8, 2022. We will continue to support our staff as well as our members to the best of our ability by providing secure transactions through the ATM, as well as our Mobile App and online banking.

We will continue to update you when we have more news to share.

5. When will you be back to business as usual?

The investigation continues and we will provide updates as we have them.

6. Has there been a potential security incident involving the banking system?

The incident was contained, and systems are secure. In-branch services have been limited, however we continue to serve our customers through online and mobile app banking, ATM, and POS services.

7. Are emails from you safe?

Yes. Having said this, please learn more about ways to protect yourself from fraud. Sunrise Credit Union will never send you an email, or call you on the phone, demanding that you disclose personal information such as your password, credit or debit card numbers, or your mother's maiden name. To review some of our top Fraud Prevention Tips, click [here](#).

8. Should I change my password to my online banking account and app?

At this stage, that is not necessary. We are investigating the incident and will provide an update to any impacted individuals should one be warranted.

9. How can I escalate my inquiry?

Please contact the Sunrise Credit Union Corporate Office at 204.726.3636 or email corporate@sunrisecu.mb.ca to provide additional details about the nature of your inquiry.

10. Are my accounts secure? Has my data been compromised?

We rapidly shut down access and introduced strengthened security measures when we discovered the incident. Our primary focus has been to secure systems and protect member information.

We are in the process of completing a full investigation with support from world-class cyber security experts. Members maintain access to ATM, digital banking, mobile app, POS (debit card), and credit cards, and we move closer every day to full standard operations.