

Dear partners,

We would like to inform you that there was a cyberattack on the IT systems of HTV ALTER TECHNOLOGY GmbH last weekend. The incident was discovered last Sunday evening (September 14, 2025). Measures were immediately taken to assess and limit the damage.

IT specialists from TÜV NORD are currently in the process of forensically determining the causes of the cyberattack, while the affected servers are being rebuilt. This will take a few more days.

We would like to respond to this incident with the greatest possible transparency and communicative openness. At the present time, we cannot completely rule out the possibility that customer data has also been affected by the cyberattack. We will inform you as soon as we have reliable information.

We ask for your understanding that our employees are currently only able to send emails to a very limited extent. Our telephone system is also affected, meaning that communication via landline is currently not possible.

We are making every effort to deliver our services as quickly as possible and with the usual high quality.

If you have any questions about the cyberattack, please write to: [info@htv-gmbh.de](mailto:info@htv-gmbh.de). We will respond as soon as possible.

Again, we thank you in advance for your understanding

Kind regards

HTV ALTER TECHNOLOGY GmbH