**SERIAL SYSTEM LTD**
(Company Registration No.: 199202071D)
(Incorporated in the Republic of Singapore on 22 April 1992)

## CYBERSECURITY INCIDENT INVOLVING A SUBSIDIARY'S SCHOOL MEAL ORDERING APPLICATION

The Board of Directors of Serial System Ltd (the "**Company**", and together with its subsidiaries, the "**Group**") refers to the media statement issued by SATS Ltd ("**SATS**") on 10 November 2026 concerning a cybersecurity incident involving Tappee, a school meal ordering application developed by the Company's wholly-owned subsidiary, Serial Multivision Pte. Ltd. ("**Serial Multivision**"). The Tappee platform is currently deployed by SATS across four schools in Singapore.

Based on the investigations to date, the information compromised includes student names and email addresses, student Financial Assistance ("**FAS**") status, student concession card numbers, and certain parent and guardian email addresses. A small number of records also contain information relating to students' height and weight profiles, allergy profiles and caloric intake. SATS has confirmed that no banking or credit card information, or details or images of student identification documents, were compromised, as such information was not collected through the Tappee application.

Serial Multivision is working closely with SATS to review and address the cybersecurity matters relating to the Tappee platform, with a view to further strengthening the relevant cybersecurity safeguards.

The Company regrets the concern and inconvenience that this incident may have caused to the affected students, their families and the schools involved. The Company understands that SATS has contacted the schools concerned and is in the process of notifying affected individuals and providing appropriate guidance and support. Serial Multivision will continue to work closely with SATS to provide the necessary assistance in supporting those affected.

Based on SATS's media statement, SATS has notified the Personal Data Protection Commission ("**PDPC**") and will continue to cooperate with the relevant authorities.

The Company is assessing the potential financial impact of the incident on the Group. As the assessment is ongoing, the Company is not yet in a position to quantify any potential financial impact. The Company will make further announcements via SGXNet should there be any material developments.

**BY ORDER OF THE BOARD**

Derek Goh Bak Heng

Executive Chairman and Group Chief Executive Officer

11 November 2026