

# Rappi Card: Incident Information

We have identified and remediated a cybersecurity event which could have caused the exposure of personal data of our clients linked, solely and exclusively, to RappiCard by Itaú. With transparency and honesty we inform the following:

## **What data could have been compromised?**

Only identification and contact information.

It is important to note that **NO** transactional data or RappiCard by Itaú login credentials were compromised.

## **What are the possible impacts?**

We have not identified any inappropriate use of this information, however, we recommend our clients to be alert and cautious of possible scams.

It is important to note that we will **NEVER** request you to provide personal information, passwords, recovery codes or others by any means (phone/mail/whatsapp/SMS, etc.).

## **What are we doing to make sure this doesn't happen again?**

Our clients' trust is everything to us. We are addressing this incident with urgency, rigor and full transparency.

***In case of doubts or queries, we invite our clients to contact us through the RappiCard by Itaú help desk available in the application.***

*Santiago, July 4th 2024*

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