



## Customer Support Notification

### Media Statement – January 12, 2023

Dear Valued Customer:

As discussed in yesterday's update, we have prepared a statement that you may want to use if you are contacted for a statement by the local media. That statement is listed below:

*"On December 26, 2022, Cott Systems, Inc. ("Cott"), our land records management (case management) provider, began experiencing technical difficulties which were determined to be the result of a cyber incident. We have been assured that all efforts are being made to confirm our data is secure prior to resuming services. With the assistance of third-party cyber forensic specialists, efforts to resume operations will continue 24/7 until Whitingham County/Parish/Town is fully functional. Cott Systems understands that this is a critical situation and has assured us that the ongoing efforts are necessary to protect our data to the fullest extent possible. We will provide further updates as they are available. Thank you all for your patience and understanding."*

Thank you,

Deborah Ball, CEO

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