Cybersecurity Incident – Customer Communication

To Our Valued Customers and Business Partners:

Mindray recently identified a cybersecurity incident involving the unauthorized access by a ransomware group to certain Mindray servers maintained by an overseas Mindray organization supporting Mindray's mechanical processes with suppliers.

Upon detection of the incident, our Information Security team immediately activated our incident response protocols and engaged an independent professional cybersecurity firm to assist with a comprehensive investigation. We promptly took measures to contain the incident, remediate the identified security vulnerabilities, and further strengthen our cybersecurity posture.

Based on our investigation to date, we have confirmed that the affected servers did not contain any customer information or employees' personal data (including that of Mindray North America). We have found no evidence that customer information or employees' personal data of any kind was compromised as a result of this incident.

The incident is not expected to have an adverse impact on Mindray's production, operations, or financial performance or those of our customers.

Mindray takes the security of our systems, employee personal data, and the protection of customer information very seriously. We will continue to closely monitor the situation and comply with all applicable disclosure obligations.

We respectfully advise our customers and business partners to rely exclusively on communications issued through Mindray's official channels and to exercise caution regarding unverified information or statements from third-party sources. Please direct any questions to privacyofficer@mindray.com.

We appreciate your continued trust and confidence in Mindray and remain committed to maintaining the highest standards of cybersecurity and protecting the information entrusted to us.