

March 29, 2021

To: CU*Answers Clients

From: CU*Answers Executive Team
CU*Answers Network Services
CU*Answers Internal Audit

Re: Microsoft Exchange Vulnerability Close Out Report

INCIDENT SUMMARY

This report is a recap of CU*Answers actions and strategy surrounding the March, 2, 2021 announcement from Microsoft regarding vulnerabilities in their MS Exchange email products. This report is intended to summarize CU*Answers' actions and strategy regarding the vulnerabilities and mitigation steps taken. This report can be provided to our clients' Board of Directors and examiners as part of their due diligence process.

In summary:

1. CU*Answers has Microsoft Exchange products installed On-Premises.
2. CU*Answers patched its servers and those of its managed clients per the directive of the CISA (Cybersecurity & Infrastructure Security Agency) issued Emergency Directive 21-02.
3. CU*Answers found no evidence of compromise on its own servers. CU*Answers worked with managed clients if we found evidence of compromise on their servers.

DETAILS

CU*Answers Network Managed Clients. The CU*Answers Network Services Team applied patches to all clients who might have been affected by this vulnerability. In addition, our team deployed tools to monitor for any evidence of a security breach to a managed client Exchange server. CU*Answers Network Services contacted clients directly if there was evidence of a security breach to an Exchange server.

CU*Answers Own Internal Network. CU*Answers uses Exchange servers for its own internal email. Upon learning of the announcement by Microsoft, CU*Answers patched its own servers, and used Microsoft tools to scan for vulnerabilities. Our team found no evidence CU*Answers'

internal systems were compromised. CU*Answers continued to review its own internal systems for any evidence of a security breach.

Critical Vendors. The AuditLink Team at CU*Answers requested a response from our critical vendors regarding the Exchange server vulnerability. Should CU*Answers learn a third-party vendor is affected, CU*Answers will respond in accordance with its contractual obligations to clients, any applicable laws, and its own internal Information Security Program.