



WisePay - supplying leading edge, integrated, centrally managed
Services for business minded education providers

15 October 2020

Dear Parent/Carer

We would like to offer our most sincere apologies for any inconvenience and temporary lack of service caused as a direct result of the recent cyberattack on WisePay. Thank you very much for your patience and understanding. We know how important our service is for you and please be assured we are working hard to ensure it's always there for you.

As you are aware, criminal hackers conducted a cyberattack on your school's WisePay platform starting late on 2 October 2020. We identified it on Monday 5 October 2020, and the WisePay security team promptly found and resolved the root cause within hours. We immediately took remedial measures to protect you and then also implemented additional checks and procedures common to the affected areas to ensure platform security. These resolutions have been validated and approved by a third-party, CREST-approved penetration testing company. This vulnerability was unforeseen by us and exploited by these criminal hackers.

We deeply regret the inconvenience caused to those affected by this incident. We reported the matter to the UK supervisory authority, as well as to law enforcement. We have provided your school with more details about the incident and our technical processes, in confidence and pursuant to our commercial agreements with them. For your convenience and in order to better support your needs, we have enhanced the parent support area on our website specifically regarding this incident. Please [click here](#) to view additional information and to submit any queries you might have. Thank you for your patience and understanding.

Yours faithfully

A handwritten signature in black ink, appearing to read "R. Grazier".

Richard Grazier, Director
WisePay Limited