

Subject: ANKA Security Incident

Transparency is important to us, so we want to inform you about a recent data exposure incident that affected a portion of our user data. **Please note this was not a breach of ANKA's core database.** No passwords, payment card data, login access tokens, or sensitive files were compromised or exposed.

What happened

We recently detected unauthorized access to data hosted by one of the systems we used to store customer information. This incident did not involve login credentials, passwords, payment card details, or other highly sensitive data. We also confirmed that the related data is a snapshot from April 2025 (a dataset approximately 7 months old), confirming our current environment is secure.

What this means for you

The categories of data contained in the affected system include basic profile details (such as name, contact information, and demographic data), account status, and basic transaction history. No authentication tokens or financial information were involved

Our response

Upon discovery, we immediately launched a security investigation and fully hardened our environment against any additional exposure. We have also notified the relevant data protection authorities, as required by law, and are enhancing our security controls to prevent a recurrence

Trust, security, and privacy are foundational to our products, our organization, and our mission. We are committed to transparency and are notifying all potentially impacted customers.

Recommended Actions

The information that may have been exposed could be used as part of phishing or social engineering attacks against you. Since names and email addresses were included, we encourage you to remain vigilant for credible-looking phishing attempts or spam.

As a reminder:

- Treat unexpected emails or messages with caution, especially if they include links or attachments.
- ANKA will never request your password, payment card details, or verification codes through email, text, or chat.
- For your security, we always recommend using a strong, unique password for your ANKA account.

We regret any concern this may cause and remain committed to protecting your data.

Please contact the ANKA Security Team at security@anka.africa if you have any questions or need our support.

Sincerely,

Sincerely,

Matilda Ceesay

ANKA CEO