Notification

Ref No.: MGG25-NT-1218
Attn: All Business Partners
From: Metis Global Limited/ Metis Global (Cook Islands) Limited
Date: 18 December 2025
Subject: Notice on Client Login Security Enhancements on Metis Website (2FA and Account Lockout Policy)

Dear Business Partners,

Metis always regards the security of client accounts as our top priority. To further strengthen the protection level and safeguard client assets, Metis has implemented **"Two-Factor Authentication (2FA)"** and an **"Account Lockout Policy for Incorrect Password Attempts"**. We hereby notify you of these updates and kindly request your assistance in supporting clients with related setup guidance and inquiries.

I. Two-Factor Authentication ("2FA")

- The setting of 2FA significantly enhances account security and effectively reduces the risk of unauthorized access and data breach.
- 2FA introduces an additional layer of verification on top of the existing password-based login process. When logging in, clients are required to enter their client number and password, followed by a one-time verification code generated by an authentication app on their mobile device.
- 2FA is **optional**, and clients may decide whether to enable it based on their individual needs. If a client chooses not to enable 2FA for the time being, a setup pop-up will appear on the "My Account" page after login. Selecting "Later" will dismiss the pop-up. This pop-up will be displayed during the first three login attempts. If it is dismissed three consecutive times without enabling 2FA, the pop-up will no longer appear.

For the setup process of 2FA, please refer to: Metis Website Two-Factor Authentication (2FA) Setup Guide.

II. Account Locked for Incorrect Password Attempts

- To prevent abnormal or unauthorized login activity, Metis website has implemented **a limit on consecutive incorrect password attempts**.
- Client Account will be temporarily locked after **five consecutive incorrect password entries**.

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- Once the account is temporarily locked, the client will **no longer be able to log in using the existing password** and must complete a password reset. Clients may visit the "Forgot Password" page on Metis website and enter their "Client Number" and "Plan Number" to reset their password.
- The system will simultaneously send a reminder email to the client's email address to notify them of the abnormal login attempt. If it is not operated by the client, please contact Metis Customer Service Centre as soon as possible. The reminder email also contains a **"Forgot Password"** link for the client to complete the password reset process.
- The system will automatically send a notification email (or an email containing a setup link) when either (i) five consecutive incorrect password attempts occur, or (ii) the "Forgot Password" function is used. Reset Password link is valid for 15 minutes from the time the email is sent. Please note that the email may be filtered as spam by email service providers. If the client does not receive the email promptly, please check the spam folder first.

Thank you for your continued support and cooperation. We kindly ask for your assistance in helping clients understand the relevant settings and operational procedures.

Should you have any queries, please feel free to contact Product & Marketing Department at Marketing.Info@metisgl.com.

Yours faithfully,

Metis Global Limited/ Metis Global (Cook Islands) Limited

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