

To our clients, suppliers, and friends:

This is to inform you that on April 12th, we experienced an unusual interruption in our technological services that affected our ability to serve our customers, suppliers, and employees in Guatemala, Belize, and El Salvador.

We identified a ransomware attack perpetrated by an international criminal group and immediately initiated an investigation process with the advice of local and international experts to determine the scope of the attack, as well as the information that may have been compromised.

At Progreso, we work constantly to meet and ensure the highest cybersecurity standards. However, these attacks are increasingly recurrent and perpetrated by criminals who are constantly innovating their methods, which forces us to implement complementary security and information protection measures.

We regret that this incident occurred and understand the concerns and inconveniences it may cause. We are working hard to normalize our operations and reestablish the quality of service that is characteristic of Progreso.

Our communication channels are permanently open and we thank you for your understanding and expressions of solidarity.