



Date: 07.02.2024

**WITHOUT PREJUDICE**

**SERVER 7 & SERVER 8 SUBSCRIBERS**

**Re: Heartfelt Apologies and Sincere Goodwill Assistance Offering**

Dear beloved CSS S7 & S8 Subscribers,

CSS System is hosted with Tech Trad Solution Sdn Bhd (“the hosting party”) since year 2017, where all the data processed by CSS are being stored. On 28.12.2023, the hosting server experienced a “ransomware attack”, resulting in the destruction of CSS data (“the compromised data”).

CSS then lodged a police report about the said ransomware attack on 5.1.2024 and following engaged specialist in data recovery with RM150,000 fee incurred to retrieve the data, regrettably, we were informed on 05.02.2024 that the restoration attempts have been unsuccessful, resulting in the loss of data for all S7 & S8 projects.

As this unfortunate event has seriously impacted you as our esteemed client, please accept our heartfelt apologies for any frustration or inconvenience this may have caused as we truly understand the critical nature of your work and the impact of the downtime had on your projects and the JMBs/MCs/RAs under your property management services.

Even though CSS has been victimised in this case which has caused us great monetary losses and negative impact on our good market standing, we put a lot of priority in our business relationship with you and as a sincere goodwill, CSS would like to:

- (i) Total Sum of RM10,000.00 in credit to be utilised to off-set any payment for manpower in respect of the building of database and account reconciliation efforts; and
- (ii) 6-months free of charge in respect of CSS PMDC System Fee for each single affected-project.

We hope the above would best assist you to reconstruct your project and restore your daily operations as soon as possible. Your satisfaction and well-being remain our top priority, and we are grateful for your understanding and patience during this challenging time.

Please contact your respective CSS client account managers for the further arrangement and with any questions which you may have. We deeply regret any inconvenience or distress caused by this situation and want to assure you that we are devoting all our resources to address this issue promptly and effectively.

Once again, thanks for your utmost understanding and cooperation.

Best regards,

**Irene Lim Bee Khuan**

(Managing Director)

CSS Group



**POLIS DIRAJA MALAYSIA**  
**REPOT POLIS**

Balai : CHERAS  
Daerah : CHERAS  
Kontinjen : KUALA LUMPUR  
No. Repot : CHERAS/000521/24  
Tarikh : 05/01/2024  
Waktu : 1041 AM  
Bahasa Diterima : B. Malaysia

**Butir-butir Penerima Repot :**

Nama : ELIZABETH TING HUNG No. Badan : R188188 Pangkat : KPL  
LEE

**Butir-butir Jurubahasa (Jika Ada) :**

Nama : --- No. K/P (Baru) : --- No. Polis/Tentera : ---  
No. Pasport : --- Bahasa Asal : ---  
Alamat : ---

**Butir-butir Pengadu :**

Nama : CHEOK SWIN WEI  
No. K/P (Baru) : 910731055375 No. Polis/Tentera : --- No. Pasport : ---  
No. Sijil Beranak : --- Jantina : Lelaki Tarikh Lahir : 31/07/1991  
Umur : 32 Tahun 5 Bulan Keturunan : Cina Warganegara : Malaysia  
Pekerjaan : PENGURUS  
Alamat Tinggal : LEVEL 6, BLOCK C, VIVA HOME (U3, UNIT C-3A-5, 85, JALAN LOKE YEW, 55200 KUALA LUMPUR.  
Alamat IbuBapa : ---  
Alamat Pejabat : ---  
No. Tel (Rumah) : --- No. Tel (Pejabat) : --- No. Tel (Bimbit) : 0149683962  
Emel : ---

**Pengadu Menyatakan :**

DISALIN DARIPADA PENDRIVE PENGADU

Saya ialah pengurus yang bekerja di CSS Decisions Sdn Bhd (No. Syarikat: 1038677-H) yang beralamat di Level 6, Block C, Viva Home (U3, Unit C-3A-5, 85, Jalan Loke Yew, 55200 Kuala Lumpur. Syarikat saya menyediakan perkhidmatan pengurusan strata kepada Pemaju, Badan Pengurusan Bersama, Perbadanan Pengurusan dan Syarikat Pengurusan Hartanah. Semua data pelanggan yang diuruskan oleh CSS Decisions disimpan di server NTT Data Malaysia Sdn Bhd, iaitu sebuah syarikat berperanan sebagai sistem hos pembekal (hosting provider) yang dilantik oleh CSS Decision.

Pada 28/12/2023, saya dimaklumkan oleh pelanggan-pelanggan CSS Decision bahawa data mereka telah hilang dari sistem CSS Decision yang mereka langgan. Selepas penyiasatan, CSS Decision mendapati bahawa server NTT Data Malaysia Sdn Bhd telah diserang virus komputer yang dikenali sebagai ransomware, menyebabkan penyulitan data (data encryption) dan pemusnahan data yang dipegang oleh CSS Decision. Akibatnya, CSS Decision dan pelanggan CSS Decision tidak lagi dapat mengakses kepada data tersebut. Virus komputer berterusan antara 28/12/2023 dari 11:39 malam hingga 29/12/2023 5:00 pagi, mengakibatkan kehilangan kira-kira 30 Terabyte data syarikat CSS Decision, termasuk maklumat sulit.

Saya percaya bahawa kelakuan penceroboh tersebut adalah kesalahan di bawah Seksyen 3 Akta Jenayah Komputer 1993. Selain itu, CSS Decisions juga mendapati bahawa penceroboh sistem komputer telah meminta wang tebusan daripada NTT Malaysia agar mereka akan memulangkan data yang telah diroboh. Namun, NTT Malaysia enggan berbuat demikian. Seterusnya, selepas mengenalpasti emel penceroboh sistem komputer, iaitu blackturtle@sogou.cn.com, pada 29/12/2023, syarikat CSS Decision telah menghantar emel kepada mereka meminta pulangan data yang diroboh oleh penceroboh tersebut.

Penceroboh meminta CSS untuk membayar wang tebusan sebanyak 3 Bitcoin yang bernilai lebih kurang RM600,000.00 di mana CSS enggan berbuat demikian. Walaupun syarikat CSS Decision telahpun mengambil tindakan segera untuk memulihkan kesemua data melalui pelbagai proses dan kaedah, namun sehingga kini, CSS Decision masih belum berjaya memulihkan data yang telah diroboh dan/atau dimusnahkan.

Oleh demikian, saya percaya bahawa kelakuan penceroboh tersebut adalah kesalahan di bawah Seksyen 383 Kanun Keseksaan 1997. Saya menggesa pihak PDRM untuk menjalankan siasatan terhadap peristiwa ini dengan segera agar kepentingan awam terjaga dan orang ramai tidak terus menjadi mangsa. Sekian laporan saya.

Tandatangan Pengadu:

Tandatangan Jurubahasa(Jika ada):

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Tandatangan Penerima Repot: