

29 December 2023

Markets Announcements Office
ASX Limited

Response to Cyber Incident

Eagers Automotive Limited (ASX: APE) ("Eagers Automotive" or "the company") refers to its request for a trading halt on 27 December 2023 and the Response to Media issued on 28 December 2023.

The company has experienced a cyber incident resulting in an outage that is disrupting parts of the company's operations across Australia and New Zealand.

We apologise to our customers for any inconvenience.

While the majority of our dealerships remain open and continue to trade, the extent of the operational impact of the outage is varied across our regions and business units.

The disruption is primarily impacting our ability to finalise transactions for certain new vehicles which have been sold and ready for delivery and some aspects of the company's service and parts operations.

The financial impact of the cyber incident for the year ending 31 December 2023 is expected to primarily relate to the deferral in the recognition of some transactions across the last 5 days of December 2023.

Although the company's Statutory Profit Before Tax for the 2023 financial year will be impacted by the cyber incident, predominantly as a result of the deferred sales, the impact is not expected to be material. In any event, the company remains confident that it will deliver a record Underlying Operating Profit Before Tax for the 2023 financial year.

The deferred transactions are expected to be recognised in the 2024 financial year once they have been appropriately finalised within our systems.

As soon as the incident was detected, the company immediately commenced an investigation, supported by external experts, to understand the extent of the incident.

A primary focus of the investigation is to understand whether any personal information has been impacted. This remains under close review. Should our investigations reveal any unauthorised access to personal information, the company will notify affected individuals in accordance with our obligations.

As the investigation progresses and further facts are established, the company will continue to keep all relevant stakeholders updated.

- ENDS -

¹ Underlying Operating Profit Before Tax excludes business acquisition and divestment costs, property revaluation gains or losses, gains or losses on sale of assets, impairments, the impact of lease accounting standard (AASB 16) and the costs associated with one-off significant items.

Authorised for release by the Board.

For more information:

Keith Thornton
Chief Executive Officer
(07) 3608 7110

Jon Snowball
Domestique Consulting
0477 946 068

www.eagersautomotive.com.au