

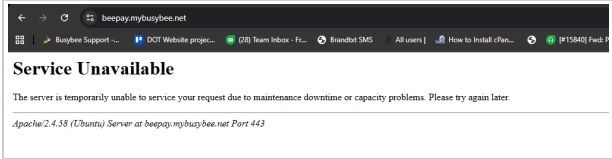
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|--------------------------|-----------------|------|
| BUSYBEE                  | MYBUSYBEE, INC. | 2026 |
| Official Incident Report |                 |      |

|                                    |                                               |
|------------------------------------|-----------------------------------------------|
| 1. Header Information              |                                               |
| Document No: MBB-ITSCU-IM-049-2026 | Incident No: #00049                           |
| Revision: 0.3                      | Department: ITSCU                             |
| Organization: MYBUSYBEE, INC.      |                                               |
| Raised By: Oliver Angeles          | Received By: Timothy Christian Thomas Cabasal |

|                                          |                                |                                    |
|------------------------------------------|--------------------------------|------------------------------------|
| 2. Incident Details                      |                                |                                    |
| Report Date: October 05, 2026            | Incident Date: October 1, 2026 | Incident Hour: 11:00PM             |
| Category: Beepay Production Website Down | SLA Breached: No               | Duration of Interruption: 87 hours |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. Incident Description & Business Impact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Description:</b></p> <p>The Beepay Production Website experienced an unexpected service outage beginning October 1, 2026 at approximately 11:00 PM, resulting in the website being inaccessible to users. The incident continued for approximately 87 hours, during which technical personnel performed troubleshooting and remediation activities. IT Support/ITSCU monitored the incident, provided status updates, and coordinated with the concerned technical personnel, bank, and affected clients regarding the system outage and related transactions.</p> |

Attached Image:



|                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Business Impact:</b></p> <p>The Beepay Production Website experienced an extended service interruption beginning October 1, 2026 at approximately 11:00 PM. The website remained inaccessible for approximately 87 hours, significantly affecting access to the production system and related services.</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| 4. People Impacted by the Incident |           |                    |
|------------------------------------|-----------|--------------------|
| Name                               | Role      | Equipment Affected |
| XDPay                              | Client    | Beepay             |
| Eldon Lee                          | Developer | Beepay             |
| Rodel Agocoy                       | Developer | Beepay             |
| Isaiah Pilongo                     | Developer | Beepay             |
| IT Support                         | Support   | Beepay Access      |

## 5. Incident Timeline

| Details                                                                                                         | Date and Time              |
|-----------------------------------------------------------------------------------------------------------------|----------------------------|
| Beepay Production Website became unavailable.                                                                   | October 1, 2026 – 11:00 PM |
| Reported transactions to AllBank                                                                                | October 1, 2026 - 11:04PM  |
| Technical issue remained unresolved while troubleshooting and remediation activities were ongoing.              | October 2–5, 2026          |
| Oliver Angeles followed up regarding the status of the system and asked whether it had already been restored.   | October 5 – 12:47 PM       |
| IT Support confirmed that the Beepay system was still down.                                                     | October 5 – 12:53 PM       |
| IT Support reported that the newly installed server was already experiencing an overload condition.             | October 5 – 1:05 PM        |
| IT Support advised that El Don Lee, Rodel Agocoy, and Isaiah Pilongo was currently working on the server issue. | October 5 – 1:16 PM        |

## 6. Corrective Actions & Additional Info

### Corrective Actions:

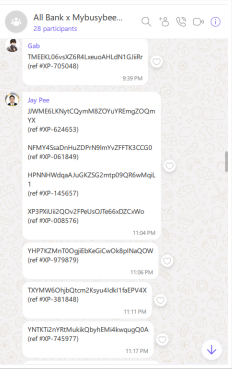
1. Monitored the availability and status of the Beepay Production Website throughout the incident.
2. Provided timely status updates to management and concerned clients regarding the system outage.
3. Coordinated with the assigned technical personnel for updates on the server-side troubleshooting and resolution.
4. Coordinated with the bank regarding affected transactions.
5. Assisted in communicating with affected clients regarding the service interruption and transaction concerns.
6. Documented the incident timeline, updates, and actions taken for proper incident reporting.
7. Continued monitoring the system after remediation to verify service availability and stability.

### Additional Information:

The Support team provided continuous incident monitoring, status coordination, communication with concerned personnel, bank and client coordination, transaction-related assistance, and incident documentation throughout the service interruption. Technical troubleshooting and server-side remediation were handled by the assigned personnel from the development team. ITSCU maintained operational coordination and addressed support and client-related concerns while the technical team worked on the underlying system issue.

Jaypee - Provided details for the transactions,Coordinated with allbank regarding the reported transactions/Follow Up  
Joshua - Provided details for the transactions,Coordinated with allbank regarding the reported transactions/Follow Up  
Timothy - Provided additional details for the transactions/Follow Up/Internal coordination  
Gabriel - Provided Transaction details.  
Dexter - Follow up allbank on the reported transactions.  
Paterno - Follow up allbank on the reported transactions.  
Jeronne - Follow up allbank on the reported transactions.  
Danold - Follow up allbank on the reported transactions.

### Attached Image:



## 7. Authorization

|                                                                                                     |                                                                                                     |                                                                                      |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <b>Prepared By:</b><br><br><b>Ian Dexter Chan II</b><br>Technical Support<br>Date: October 05, 2026 | <b>Recommending Approval:</b><br><br><b>Timothy Cabasal</b><br>ITSCU Head<br>Date: October 05, 2026 | <b>Final Approver:</b><br><br><b>Rico Hernandez</b><br>CEO<br>Date: October 05, 2026 |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|