

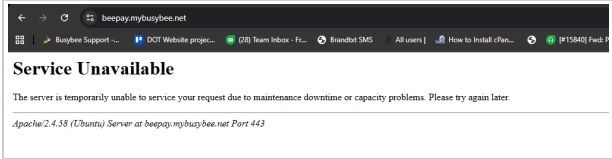
BUSYBEE	MYBUSYBEE, INC.	2026
Official Incident Report		

1. Header Information	
Document No: MBB-ITSCU-IM-049-2026	Incident No: #00049
Revision: 0.4	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>Description:</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>Business Impact:</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.

Corrective Actions (Website)

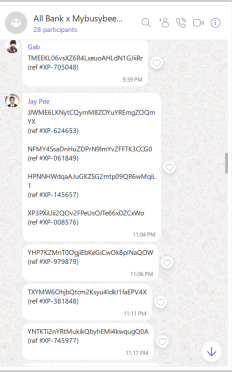
Fix cashout endpoint and webhook intake.
Audit webhook response to accurately update wallet and buffer balances.
Stress-test cashout and cashin endpoints to prevent "too many requests" issues; increased request intake threshold from 60 to 6,000.
Rename transaction endpoint to a more generic name.
Update base URL from beepay to nexus.
Move wallet and buffer_wallet columns from provider to merchant to streamline cashin and cashout transactions.
Optimize transaction display using server-side pagination.
Fix whitelisting to prevent unregistered users from accessing critical endpoints.

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

Prepared By:

Ian Dexter Chan II
Technical Support
Date: October 05, 2026

Recommending Approval:

Timothy Cabasal
ITSCU Head
Date: October 05, 2026

Final Approver:

Rico Hernandez
CEO
Date: October 05, 2026