☀ LEONARDO   HELICOPTERS DIVISION

SERVICE INFORMATION LETTER

SIL N°	**S-GEN-24-001**
DATE:	**February 07, 2024**
REV.:	**/**

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To:	All Leonardo Helicopters Customer Portal users
SUBJECT:	**Leonardo Helicopters – New multifactor authentication service for Leonardo Customer Portal.**
Helicopters Affected:	All Leonardo Helicopters products.

Dear Leonardo Helicopters Customer,

to provide effective, user-friendly, and secure services to all our Customers through the Leonardo Customer Portal, we are introducing a new level of information security in order to deliver you new services and access to more in-depth data analysis for the flight and ground data coming from your helicopters.

By the end of Q1 2024 (ostensibly end of March), we will deploy a new multifactor authentication service for Portal access: the login page will change aspect, and the users will be required to choose a way to receive an OTP/token code to be provided together with their username and password to log into the Portal.
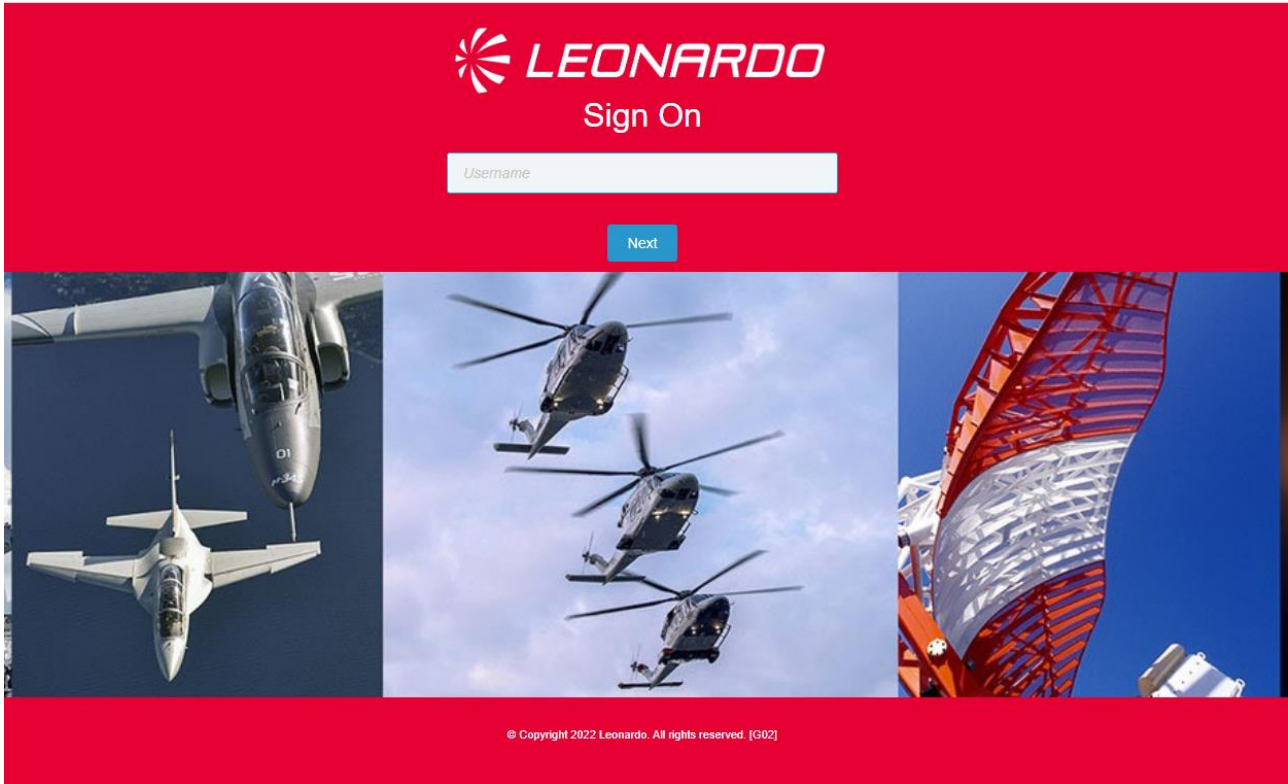
As a first step towards the new setup, we ask you to make sure your contact information is updated in the "My Profile" section on Leonardo Customer Portal, and make sure the users linked to your customer account have updated contact information as well: the new multifactor authentication service will need this information to make sure you can receive the OTP/token code.

- You can update your contact information by logging into the Leonardo Customer Portal, then select the "My Profile" section under the "Account & Settings" menu:

SIL N° :   S-GEN-24-001

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Rev :   /
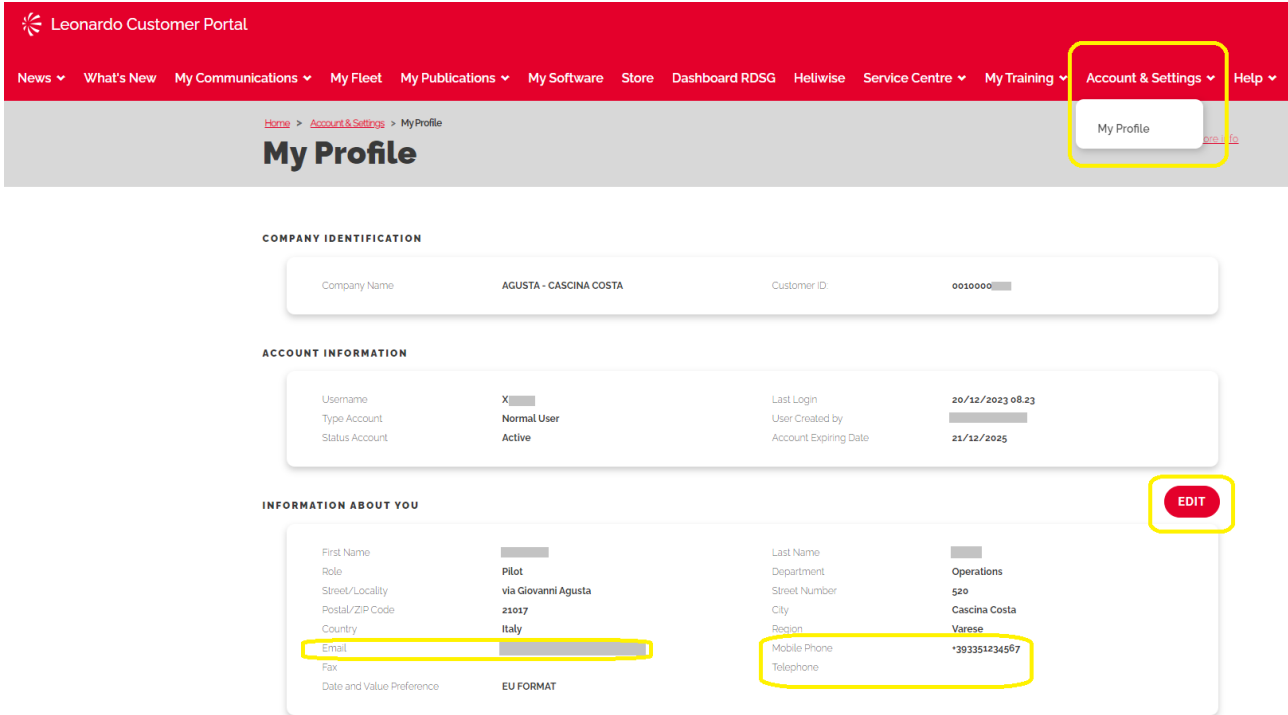
Please make sure you fill in or update the mobile phone number field with an active phone number (with the international dialing code) and check the correctness of your email address - we strongly suggest to provide Company related phone number and email address.

- If you are the Master User of your Company account, you can check and edit the Company users by selecting the "User Management" section under the "Account & Settings" menu:
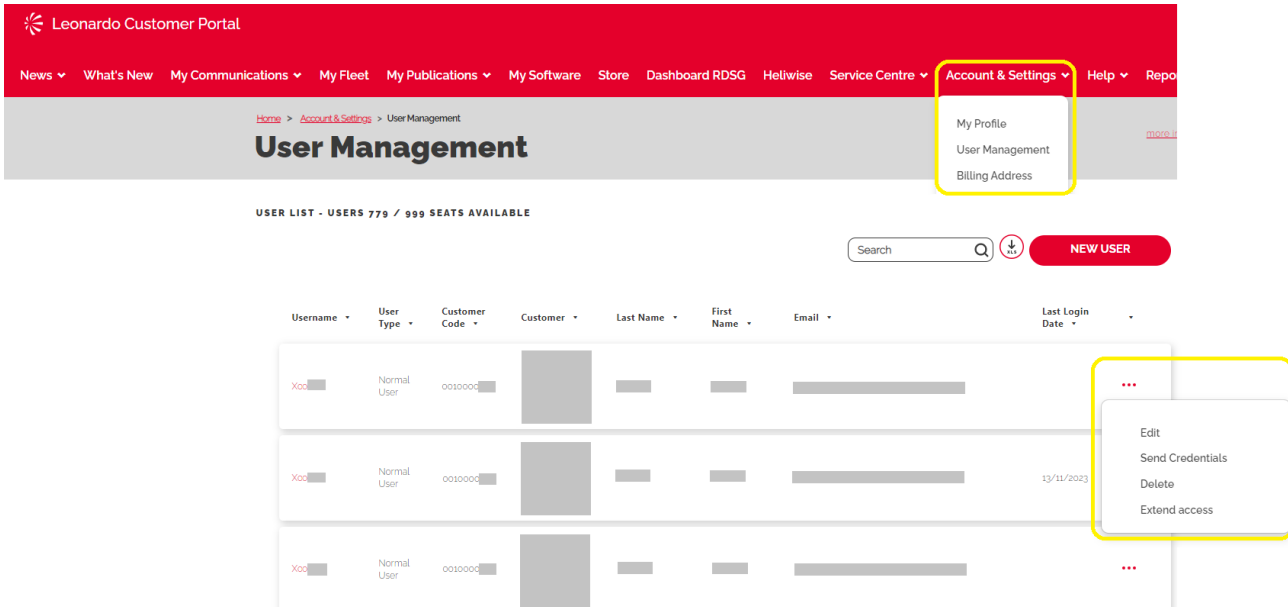
Simply click on the three red dots at the end of the line to open the available options: if a user is no longer working for your Company, you can delete his account.

SIL N° :   S-GEN-24-001

Date :   February 07, 2024

Rev :   /

- If you have <u>only</u> a Training Academy student account, the authentication provider will be the new one, but you will not need to provide any token to login, as for the time being you will only need username and password.

 In the coming weeks, we will provide a detailed guide about the new authentication method and how to use it, and follow-up communications will be sent to ensure a smooth transition to the new authentication method, that will be released within Q1 2024.
In the meantime, if you have any queries or wish to receive any further information, please don't hesitate to contact leonardo.mbx@leonardo.com

Thank you for your cooperation.

Best Regards,
Leonardo

Vittorio Della Bella
SVP Customer Support and Training
Worldwide Services

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