



Letter of Appreciation for Your Responsible Disclosure of Security Vulnerability

To Mindset Software Technologies,

I am writing to you on behalf of Symptoma to express our profound gratitude for your responsible disclosure of a security vulnerability in our system. We greatly appreciate the professionalism, expertise, and ethical behavior you demonstrated throughout this process.

Your keen observation and commitment to data security helped us identify and rectify a potential risk. By choosing to disclose this vulnerability responsibly rather than exploiting it or allowing it to be discovered by malicious parties, you have shown exceptional integrity.

It's individuals like you, with your high level of expertise and dedication to ethical conduct, who are the true guardians of the digital world. You have set a commendable example for other security researchers in the field. We consider your actions as a perfect exemplification of the responsible disclosure model that our industry should continually strive to uphold.

We understand that this discovery required an investment of time and effort on your part, and we want to acknowledge this contribution. We consider your involvement a service not only to Symptoma but also to the wider digital community.

Once again, we thank you for your responsible disclosure and your commitment to improving online security. Your actions have made a significant impact, and we hope that others follow your exemplary conduct.

Wishing you all the best in your future endeavors!

Sincerely,

Thomas Lutz
CIO
Symptoma GmbH

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