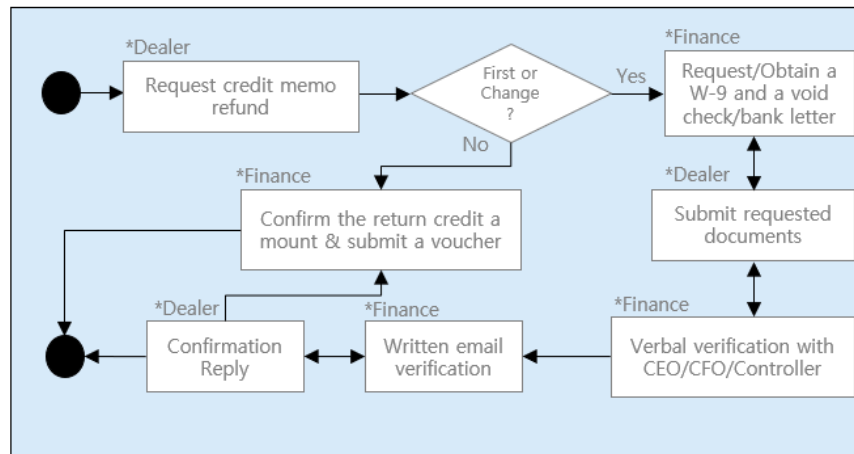


HCE-NA Credit Memo Reimbursement – Security Protocol Update

To. All HCE-NA Dealers,

In response to the growing risks associated with cybersecurity threats, HCE-NA is implementing enhanced security measures to strengthen the integrity of our credit memo reimbursement process. These changes are designed to safeguard sensitive payment information and prevent potential breaches.

Effective immediately, HCE-NA is updating its credit memo reimbursement procedures as follows:



In the event of first-time reimbursement or a modification to existing banking/payment information, the following steps are required:

1. Required Documentation

- A completed and signed W-9/W-8 form
- A voided check or a bank letter showing routing and account numbers

These documents will be verified verbally as part of our security process.

2. Enhanced Verification

Your HCE-NA Finance Representative will contact your CFO, CEO, or Financial Controller to verbally confirm the request. The Finance Department will then follow up with a confirmation email to reconfirm the banking details. Written email verification will be required as the final step. These dual verification steps are designed to ensure the integrity and security of all reimbursements.

If you have any questions, please contact your Finance Representative or email us at Finance_Department@hyundaiamericas.com.

Thank you for your cooperation.