2 International Business Park Road
The Strategy #08-08
Singapore 609930
Registration No. 201114149N
bd.com

PRODUCT NOTIFICATION
IDS-25-5176-EXP
Product Cybersecurity Matter

01 October 2025,

Dear BD Distributor,

Type of Field Action:
Field Work (Service at Customer / Repair depot / Correction)

Affected Product

Product Name (Brand Name as per labelling)	Catalog No.
BD EpiCenter™ Microbiology Data Management System	441002 441421 445398 443971
BD BACTEC™ Blood Culture System	44138509 441676 445569 44229609 445570 445702 44557008
BD MAX™ System	44191609 441927
Phoenix M50 Instrument	443624 44362409
BD Veritor™ Connect Software	444881

Description of the Problem:

Through our cybersecurity monitoring tools and processes, BD recently identified unauthorized access to a limited portion of its information technology (IT) environment. BD terminated the unauthorized access and

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applied additional security measures. After a thorough investigation, BD confirmed that product service credentials intended for use by BD technical support teams for certain BD products were accessed by an unauthorized actor. Until these product service credentials are updated, there is a risk of unauthorized access that may impact the confidentiality, integrity and/or availability of the relevant products and associated system or data.

For those BD Diagnostic Solutions products listed in the customer letter, they are only vulnerable if a threat actor is either physically at the device and/or has breached your hospital or laboratory's local network.

To date, BD has not been made aware of any unauthorized use of these product service credentials and has received no reports of these credentials being used for unauthorized access to any BD device.

Clinical Risk Statement:

Unauthorized access to BD instruments/systems could be used to disable instruments, corrupt or expose instrument/system databases or modify diagnostic test results. An instrument disablement can delay appropriate diagnosis and treatment. Data corruption or results tampering (where results may either be falsely positive or falsely negative) could cause incorrect diagnosis and inappropriate or absent treatment.

Complaint & Adverse Event Statement:

To date, there have been no complaints/adverse events worldwide related to this event

IT, Safety and Security Actions to be Taken:

BD encourages customers to follow best practices for maintaining strong security measures to protect hospital networks and medical devices including:

- Ensure access to potentially vulnerable devices is limited to authorized personnel
- Inform authorized users of issue, and ensure all relevant passwords are tightly controlled
- Monitor and log network traffic attempting to reach medical device management environments for suspicious activity
- Where possible, isolate affected devices in a secure VLAN or behind firewalls with restricted access that only permits communication with trusted hosts in other networks when needed
- Impacted devices do not require use of RDP ports and these should be disabled or blocked if enabled
- Ensure permissions on file shares are appropriately established and enforced, and monitor and log access for evidence of suspicious activity
- Disconnect devices from the network if connectivity is not necessary

Action Taken by BD:

BD has implemented additional security measures to further strengthen its IT environment.

Action To be Taken by BD:

BD Regional Support teams will be working to contact affected customers to discuss the next steps to be taken, which may include updating credentials and/or software.

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Product Distribution Time Frame:
June 26, 1990 – November 05, 2024

Please Take the Following Actions:

1. Ensure the contents of this notification are read and understood.
2. Share and post this notification within your facility network including IT and safety and security department.
3. Complete and return the attached Distributor Response Form so that BD may acknowledge your receipt of this notification. Disseminate this notice to all the impacted customers under your distribution.
4. Return the signed and completed Distributor Response Form with Distribution Overview, as well as the signed Customer Response Form from all the impacted customers to the BD contact noted on the form.
5. Provide software updates (when it is available) to all the affected customers under your distribution.
6. Please contact your BD representative if you require assistance with this process.
7. Report any adverse health consequences experienced with the use of these lots to BD.

BD is committed to advancing the world of health. Our primary objectives are patient and user safety and providing you with quality products. We apologize for any inconvenience this issue may have caused you and thank you in advance for helping us to resolve this matter as quickly and effectively as possible.

Yours Sincerely,

Signed by:
Gaurav Verma
Signer Name: Gaurav Verma
Signing Reason: I approve this document
Signing Time: 01-Oct-2025 | 2:04:29 AM PDT
AAFA2E5F88004BF59A2BF6F108409CF6

_____
Gaurav Verma
Regional RA and SEA Quality Director

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DISTRIBUTOR RESPONSE FORM

IDS-25-5176-EXP

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Please fill in the information below so that we may acknowledge your receipt of this notification. Complete and return the completed form to **SEA_Quality** SEA_Quality@bd.com **/ local BD representative** by **09 Oct 2025**

Please tick as appropriate.

☐ I have read and understood the attached notice and will share this notice with all the users within my facility network.

☐ We have identified all customers that purchased the affected product(s) and will notify the affected customers of this notice. The overview of the distribution to the customers are as attached in the Distribution Overview.

☐ We will perform software update (if/when new software version is available, with support from BD Service Engineer) to all the impacted customers accordingly.

Completed by:

Name:	
Signature:	
Date:	
Facility / Address / Telephone Number:	