

## Important Security Statement

The company (Shenzhen Foscam Intelligent Technology Co., Ltd.) here declare that the Foscam app display issue as below:

**Root cause:** Foscam previously used a single thread to send detection data to users on Foscam app. Detection data includes images synthesized from the alarm message pictures. After June 8th, 2022, in order to improve push notifications, there was a change from single-thread to dual-thread technology. This could cause the problem in rare occurrence, only when two clients generate image data at the same time within 5 milliseconds.

**Influence scope:** When dual-threaded issued, it only affects the users who purchased Elite AI cloud service (Elite Plan). A very limited quantity of users have purchased this Elite Plan. Limited to hundreds of users worldwide. Based on above facts we can conclude the likelihood of the problem is extremely limited. The storage of cloud recordings is not related to this matter.

**Solution:** Every thread uses an independent Client to send data.

**Fixed Time:** August 23rd, 2022

Foscam regrets that this problem could occur and is committed to supply good products and services. Actions have been taken to prevent similar problems in the future. Users with questions are welcome to contact us at [support@foscam.com](mailto:support@foscam.com).

Declarant: Shenzhen Foscam Intelligent Technology Co., Ltd

Date: August 25th, 2022