

MARKS AND SPENCER GROUP PLC
CYBER INCIDENT - FURTHER UPDATE

Marks and Spencer Group plc ("M&S") is providing a further update on the cyber incident reported on 22 April 2025.

As part of our proactive management of the incident, we have made the decision to pause taking orders via our UK & Ireland websites and apps and some M&S International operated websites. The M&S product range is available to browse online, and our stores remain open and ready to welcome and serve customers.

We continue to manage the incident proactively and the M&S team - supported by leading experts - is working extremely hard to restore online operations and continue to serve customers well.

We previously informed customers that there was no need to take any action. That remains the case, and we will let them know, if the situation changes.

We remain grateful for the support that our customers, colleagues, partners and suppliers have shown during this time and will provide further updates, as appropriate.

-Ends-

For more information, please call:

Investor Relations: Fraser Ramzan +44 (0) 7554 227 758

Corporate Press Office: +44 (0)20 8718 1919

This information is provided by RNS, the news service of the London Stock Exchange. RNS is approved by the Financial Conduct Authority to act as a Primary Information Provider in the United Kingdom. Terms and conditions relating to the use and distribution of this information may apply. For further information, please contact ms@seg.com or visit www.ms.com.

RNS may use your IP address to confirm compliance with the terms and conditions, to analyse how you engage with the information contained in this communication, and to share such analysis on an anonymised basis with others as part of our commercial services. For further information about how RNS and the London Stock Exchange use the personal data you provide us, please see our [Privacy Policy](#).

END

FURPKPBQBBKDBQB