

CLAL INSURANCE ENTERPRISES HOLDINGS LTD.

Company Registry Number: 520036120

To:

- Israel Securities Authority (www.isa.gov.il)
- The Tel Aviv Stock Exchange Ltd. (www.tase.co.il)

Form Number: 053n (Public)

Proof Reference: 2025-01-098265

Transmitted via MAGNA: 10/12/2025

Immediate Report on an Event or Matter Deviation from the Normal Business Activities of the Corporation

Regulation 36 to the Securities Regulations (Periodic and Immediate Reports), 1970

The results of an issuance should be reported in Form 20 and not in this form.

Reporting on the rating of bonds or corporate rating must be submitted using Form 125.

- Report type: ☐ Delayed Report

Nature of the Event:

Class Action Lawsuit Against Subsidiaries

1. Details:

A notice is hereby given that on November 30, 2025, a lawsuit and a request for approval as a class action under the Class Actions Law, 2006 (together: "the lawsuit") was filed with the Tel Aviv-Jaffa District Court against Clal Insurance Company Ltd., Clal Pension and Provident Fund Ltd., Clal Credit Insurance Ltd., Kanaf – Clal Financial Management Ltd., and Calabit Systems Ltd., wholly owned subsidiaries of the company (together: "Clal Companies"), and against another company (together: "the defendants").

The lawsuit alleges that Clal Companies violated legal provisions and infringed upon their customers' privacy by utilizing the services of the additional defendant to establish a digital customer service system, thereby allowing the additional defendant access to highly sensitive personal information, without revealing this to customers and without receiving their informed consent.

The group the plaintiff seeks to represent consists of customers of the Clal group whose privacy was infringed due to actions and omissions by the Clal Companies, including cases where the additional defendant was exposed to personal and private data about them and/or collected and stored the data and/or transferred the data to a third party and/or abroad.

The main remedies sought in the lawsuit are compensation for non-monetary damages; to instruct the Clal Companies to cease the conduct at the heart of the request for approval and to ensure that the customers of the Clal group are informed and their informed consent obtained; to instruct the additional defendant to delete the information stored with it and/or any third party; to instruct the defendants to provide detailed accounts of the profits obtained as a result of their conduct and to order that the profits be transferred to the group members.

The plaintiff estimates the damage to each group member at 1,000 NIS, and thus estimates the total cumulative damage for group members to exceed 3 million NIS.

The Clal Companies are studying the lawsuit.

2. The date and time the corporation first learned of the event or matter:

December 9, 2025, in the afternoon.

3. If the report was delayed – the reason for the delay:

4. On date: _____, at time: _____, the prevention from reporting was removed.

5. [] The company is a shell company as defined in the TASE bylaws.

Authorized signatories on behalf of the corporation:

No.	Name	Role
1	Adv. Dror Biran	Legal Counsel

Explanation: According to Rule 5 of the Periodic and Immediate Reports Regulations (1970), a report submitted in accordance with these regulations shall be signed by the persons authorized to sign on behalf of the corporation. Staff guidance can be found on the Authority's website: [Click here](#).

Securities of the corporation are listed for trading on the Tel-Aviv Stock Exchange

Short name: כלל עסקי ביטוח

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Previous names of the reporting entity: (None listed)

- **Electronic report signatory name:** Barkan Stern Adi
- **Position:** Corporate Secretary
- **Employer company name:** Clal Insurance Company Ltd.
- **Contact address:** 36 Raul Wallenberg St., Tel Aviv, P.O. Box 37070, 6136902
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No images found in the document.