



**PRESS TO OUR ALL EMPLOYEES, CUSTOMERS,  
SUPPLIERS AND GENERAL PUBLIC**

Dear Sirs,

Because of configuration changes in our DNS records of our e-mail servers, **we had a cut-mail service from all our accounts from 00:00h on March 13th to 20:00h on March 15<sup>th</sup>.**

This configuration change answers to constants SPAM attacks we have suffered during the last weeks that have been blocking our service. Unfortunately, a change of records in the DNS delayed up to 72 hours spread worldwide because all servers in the world work with a cache memory that can speed up searches of addresses; but delays in updating this time as maximum.

We communicate to all our employees, customers, suppliers and general public that the service outages also generated that all emails sent to us during this period did not reach the addressee and have been returned to users from the sender: [MAILER-DAEMON@mail1419.opentransfer.com](mailto:MAILER-DAEMON@mail1419.opentransfer.com) with a message: "Sorry, no mailbox here by That name. (# 5.1.1) ".

Thank you to all of you for your understanding, your adds showing concern, we apologize for have caused you drawbacks. Please, we ask you to resend emails that were bounced during this period.

Finally, inform you that our IT department is constantly working to improve security measures of our servers and keep our TIC services operative.

***Bluewave Marine Ingredientes***

***Proteicos Concentrados SAC***