

Security Advisory

Hospitality Customers

RFID Card Security

Classification: External
August 27, 2025

Announcement

As a leader in the access control industry, dormakaba recognizes the continuously evolving nature of security technology. We strive to make ongoing improvements in our products, and we encourage our customers to implement enhanced authentication and encryption protocols.

What's New

In light of changing conditions, we have updated our credential pyramid, as shown below. *Standard Security* based on MIFARE Ultralight C card technology retains some protective functionality; however, its security capabilities have materially declined. The RFID credential threat landscape has evolved, and without *Ambiance Enhanced Security*, your property may be susceptible to cloning and data manipulation using available tools and techniques. Hotels should immediately transition to *Ambiance Enhanced Security* using AES 128 encryption.

Immediate Customer Action Required

If your property has not yet implemented *Ambiance Enhanced Security*, we urge you to act immediately to reduce the risk of unauthorized access.

Act now by contacting us directly or visit: <https://go.dormakaba.com/security-support>

Phone: 1-844-461-2249

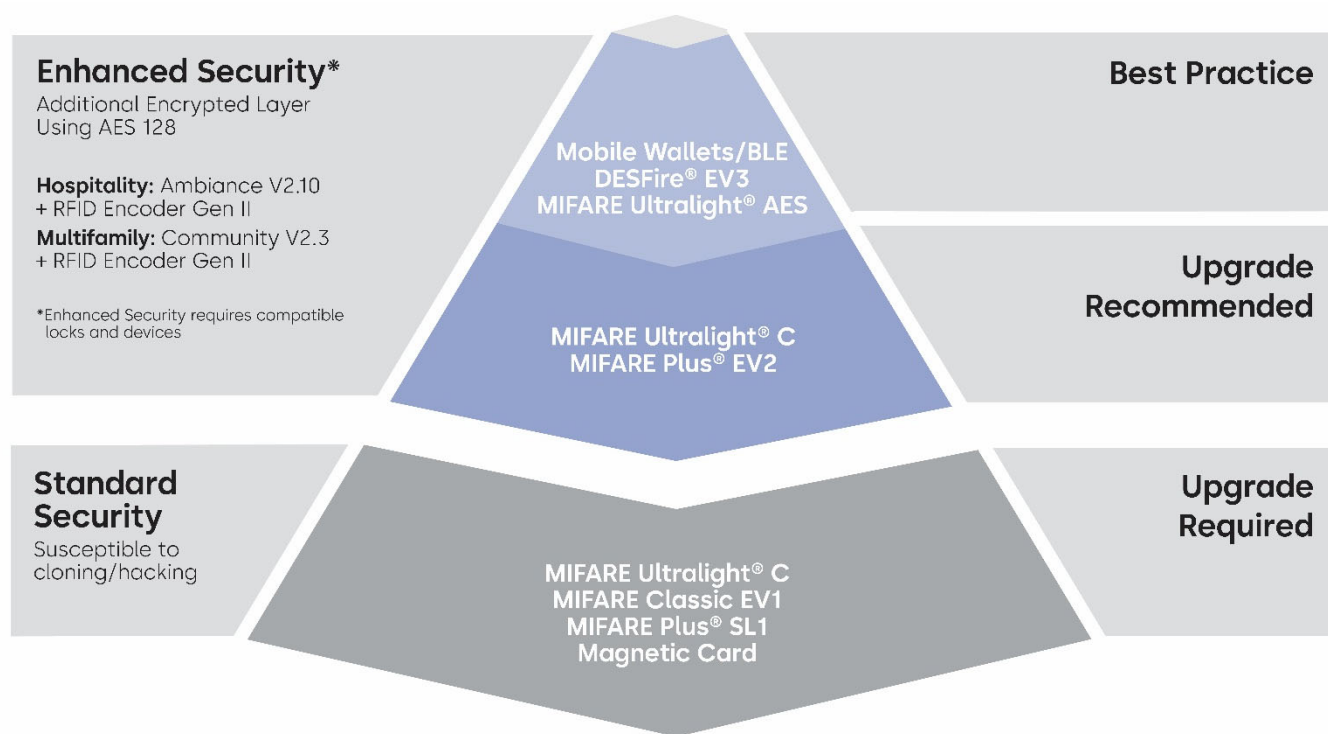
Email: securitysupport@dormakaba.com

Note: The hours of operation for the Security Support hotline are Monday-Friday, 8:30am - 7:00pm ET.

Your decision to continue utilizing Non-Enhanced Legacy Security solutions, including MIFARE Classic, MIFARE Plus, or MIFARE Ultralight C without Ambiance *Enhanced Security* using AES 128 encryption, despite the vulnerabilities associated with such technologies that have been publicly disclosed, indicates that you accept the risks related to vulnerabilities associated with such technologies, including damages or loss of any nature arising from or attributable to the utilization of MIFARE Classic, MIFARE Plus, or MIFARE Ultralight C without Ambiance *Enhanced Security* using AES 128 encryption with Saflok systems.

Recommendations/Solution

To reduce the potential security risk at your property, dormakaba strongly advises optimizing security modes by implementing our Enhanced Key encryption, which uses AES 128 in addition to modifying your Guest and Staff key card credentials. Enhanced Key encryption is available in recent versions of Ambiance.



Limitations

dormakaba is committed to providing solutions with robust security. Every dormakaba product is released only after stringent system security testing. However, security attacks evolve and advance regularly in today's environment, necessitating continuous

evaluation and enhancement of electronic access systems. Due to modern attack techniques, we remind our customers to install the latest software versions and product releases to ensure maximum system protection. Older or unmaintained products and systems may provide less resistance to modern security attacks. Security measures are regularly enhanced to stay ahead of security risks. However, due to the increased processing and memory requirements of security enhancements, dormakaba may be unable to provide security updates for certain legacy products.

Practical Risks of Non-Compliance

Failure to upgrade to Ambiance *Enhanced Security* may result in significant practical risks, including:

- Guest Safety. Unauthorized access to guest rooms could compromise guest safety.
- Operational Impact. Security breaches may lead to operational disruptions and potential financial loss.

Regulatory Compliance

Please ensure that your security measures comply with relevant regulatory requirements in the hospitality industry, including privacy and notification obligations.

Summary and Next Steps

To ensure the security of your property and guests, it is imperative to transition to Ambiance *Enhanced Security* immediately. Please contact dormakaba for assistance and further information. Compliance with these recommendations is crucial to mitigate risks and protect your operations.

dormakaba Technical Support

Team Phone:

1 844-461-2249

Email:

securitysupport@dormakaba.com