

Subject: Foxit Notice of Data Breach

Hi <first name>,

What Happened

Foxit has detected that unauthorized access to some of its data systems has taken place, including access to its “My Account” user account data. This means, that data you have entered on our website when signing up for our services has likely been accessed by hackers.

What Information Was Involved

The following information may be subject to unauthorized access or use:

- users’ names;
- email addresses;
- company names; and
- phone numbers;
- user accounts’ passwords;
- users’ IP addresses.

No credit card or other payment information was exposed.

What You Can Do

Our records show you created a Foxit account with us. To prevent access to your Foxit “My Account” we have invalidated your password. To re-gain access to your “My Account”, please click on the link below to reset your password.

<insert password reset link here>

Your information may also be used to access other websites and services where you use the same or similar account credentials. We therefore strongly recommend that you change your password on any service or website where

- you use the same email address or password as you use with Foxit “My Account”,
- you use a similar email address or password as you use with Foxit “My Account”,
- where a third party might be able to deduce the login information from the “My Account” information.

Foxit also recommends customers to remain vigilant by reviewing account statements and monitoring credit reports to avoid identity theft. Customers should furthermore be aware that fraudsters may use their data to gather further information by deception (“phishing”).

What We Are Doing

Foxit's security team has immediately launched a digital forensics investigation. For that reason, Foxit has partnered with a security management firm, to conduct an in-depth analysis of the incident and strengthen Foxit's security posture and protect against future cyber security incidents.

Foxit has invalidated the account passwords for all potentially impacted accounts, requiring users to reset their passwords to regain access to the My Account service. Foxit has informed all customers whose information may be at risk of having been leaked.

Foxit has informed and cooperates with law enforcement agencies and data protection authorities and supports their investigations.

More information can be obtained from the Foxit Software website:

<insert link here to press release on the Foxit website>

For More Information

Do you have further questions? Are there signs that a third party has accessed your account? For more information you can contact our data protection officer under

privacy@foxitsoftware.com.

For more information and assistance on how to avoid identity theft, please refer to the following guidance from Federal Trade Commission

Website: www.consumer.gov/idtheft/

Toll free number: 1-877-382-4357

The information for the major consumer reporting agencies is listed below:

Experian Information Solutions

<https://www.experian.com/contact/personal-services-contacts.html>

Toll-free number: 888-397-3742

Equifax Information Services LLC

<https://www.equifax.com/personal/contact-us/>

Toll-free number: 866-640-2273

TransUnion LLC

<https://www.transunion.com/fraud-victim-resource/fraud-victims-bill-of-rights>

Toll-free number: 800-680-7289

We apologize for any inconvenience this brings. Security and the privacy of customer data is very important to Foxit, and the company will take all reasonable steps to ensure customer information stays secure in the future. These steps include the hiring of a security management firm to conduct an in-depth analysis, strengthen the company's security posture, and protect against future cyber security incidents.

Regards,
Foxit Software