

## **[Individual Notice]**

### **What Happened?**

On October 16, 2019, [Web.com] OR [[Brand], a Web.com subsidiary], determined that a third-party gained unauthorized access to a limited number of our computer systems in late August 2019, and as a result, account information may have been accessed. No credit card data was compromised as a result of this incident.

Upon discovery of this unauthorized access, the company immediately began working with an independent cybersecurity firm to conduct a comprehensive investigation to determine the scope of the incident, including the specific data impacted. We have also reported the intrusion to federal authorities and are notifying affected customers.

Safeguarding our customers' information is core to our mission. We are committed to protecting our customers against misuse of their information and have invested heavily in cybersecurity. We will continue to do so as we incorporate the key learnings of this incident to further strengthen our cyber defenses.

### **What Information Was Involved?**

Our investigation indicates that account information for current and former [Brand] customers may have been accessed. This information includes contact details such as name, address, phone numbers, email address and information about the services that we offer to a given account holder. We encrypt credit card numbers and no credit card data was compromised as a result of this incident.

### **What Are We Doing?**

Upon discovery, [Brand] took immediate steps to stop the intrusion. We promptly engaged a leading independent cybersecurity firm to investigate and determine the scope of the incident. We notified the proper authorities and began working with federal law enforcement.

We are notifying affected customers through email and via our website, and as an additional precaution are requiring all users to reset their account passwords.

### **What You Can Do**

We have taken additional steps to secure your account, and you will be required to reset your password the next time you [login to your \[Brand\] account](#). As with any online service or platform, it is also good security practice to change your password often and use a unique password for each service.

### **For More Information**

For more information visit [Brand website] or call 1- 866-906-0477 or for international, call 1-570-708-8785

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