

## EMAIL NOTICE TO USERS RE: PASSWORD RESET

September 2, 2015

### **Important Security Notice About Your Password**

ReverbNation was recently contacted by law enforcement and alerted that an individual had illegally sought to gain unauthorized access to some of our customer's user data. In January 2014, an individual, who has since been identified and charged, illegally accessed a ReverbNation vendor's computer systems and ultimately gained unauthorized access to user information contained in a backup of our database.

**No credit card data of any kind was accessed. ReverbNation never retains your credit or debit card information in our database, so that information was not exposed.** ReverbNation takes data security very seriously and we have taken steps to further secure our system against any such breaches.

While no credit card data was accessed, some user information included in the database such as e-mail addresses and encrypted passwords, and possibly other user information users provided to us, such as names, addresses, phone numbers, and/or dates of birth may have been accessed.

Although your password was encrypted it is possible for a person with enough computing power to guess an encrypted password by testing particularly weak or obvious passwords. As a precaution, we have reset your ReverbNation password. Please follow the instructions below to create a new account password. You should also change your password on any other accounts or websites which share your previous ReverbNation password. For additional help with password security, we also recommend password management tools like 1Password and LastPass.

### **How to Create a New ReverbNation Password**

- Click "Set Password" and confirm that you arrive at a [www.reverbnation.com](http://www.reverbnation.com) domain.
- Then create a new password. Please do not reuse your existing password, or any password currently in use on another website or account.
- You should immediately receive a ReverbNation email notifying you of the password change.

For your own security, please remember not to provide personal information in response to any electronic communications regarding security breaches. We also have included additional information about how to protect your privacy [here](#).

Thank you for your attention and we appreciate your assistance in securing your personal information. If you have any further questions, please contact us via e-mail us at [privacy@reverbnation.com](mailto:privacy@reverbnation.com).

We apologize for the inconvenience. We thank you for being part of the ReverbNation community, and we appreciate the continued opportunity to serve you.

Respectfully,

Michael Doernberg  
Chief Executive Officer  
ReverbNation

## ADDITIONAL WEBSITE INFORMATION LINKED FROM EMAIL TO HELP PROTECT PRIVACY

ReverbNation is committed to protecting your privacy. Although the security breach did not impact your payment card information, in an abundance of caution, we want to provide you with additional information below to help protect your financial and other personal records.

**Obtain a copy of your free credit report.** You may also obtain a free copy of your credit report from each of the three major credit reporting bureaus once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free (877) 322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, Georgia 30348. You may purchase a copy of your credit report by contacting one of the three major credit reporting bureaus above.

**Monitor your credit reports and account statements.** Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you remain vigilant by monitoring your credit reports and account statements periodically. Doing so can help you spot problems and address them quickly. We also recommend that you place a fraud alert on your credit report. A fraud alert is free of charge and easy to place. You may contact toll-free any one of the three major credit bureaus listed below. As soon as one bureau confirms your report, the others are simultaneously notified on your behalf.

Equifax, PO Box 740256, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), (888) 766-0008

Experian, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com), (888) 397-3742

TransUnion, PO Box 2000, Chester, PA 19022-2000, [www.transunion.com](http://www.transunion.com), (800) 680-7289

You should also promptly report any fraudulent activity or any suspected incidents of identity theft to the appropriate law enforcement authorities, your state attorney general, and/or the FTC.

**Additional Resources.** You can find additional information to help protect yourself from identity theft, including information about fraud alerts and security freezes, by contacting one of the three major credit bureaus listed above, or by visiting the FTC's website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by calling 1-877-ID-THEFT (1-877-438-4338), or by writing to the Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, DC 20580.

- **Maryland residents** may wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.oag.state.md.us/idtheft>, or by sending an e-mail to [idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us), by calling (888) 743-0023, or by writing to the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202.
- **North Carolina residents** may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov>, by calling (877) 566-7226, or by writing to the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699.
- **Wisconsin residents** may submit a written request to ReverbNation to learn the personal information that may have been acquired.

If you have any questions or if you would like additional information regarding this cyberattack you may contact us e-mail us at [privacy@reverbNation.com](mailto:privacy@reverbNation.com), call (877) 202-8667, Monday through Friday, 8:30 am – 5:00 pm EST, or write us at P.O. Box 2086, Durham, NC 27702.