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## A Message About Your Account

1 message

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Client Services at Moda Operandi <care@modaoperandi.com>

Mon, May 20, 2019 at 2:54 PM

A Message About Your Account View this email in a web browser Moda Operandi

# MODA OPERANDI

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May 20, 2019

Dear R ,

We were recently made aware of an incident where an unauthorized user may have gained access to our system. There is nothing we take more seriously than protecting your privacy, which is why we quickly rectified the situation and are working diligently to further strengthen our system.

### **WHAT INFORMATION WAS INVOLVED?**

The information included username and encrypted passwords for some Moda customers, and could potentially provide access to your online account. However, no additional personally identifiable information including but not limited to sensitive, financial, or health care information, could be accessed. On April 15, 2019, we discovered that in September 2018, credentials for this information were uploaded onto a publicly-available database. While the passwords were protected through encryption, we have determined it is in your best interest to assume that this information was accessed.

### **WHAT WE ARE DOING?**

As a precaution, we are in the process of resetting your Moda Operandi password using a stronger encryption method. And, we are reviewing data security protocols to ensure that default systems are set to the most private settings for sharing and storage.

### **WHAT CAN YOU DO?**

Given the nature of the information potentially exposed, we strongly recommend that you monitor your online accounts and change any passwords where the username and password were the same as your Moda account. Best practices for online safety include not using the same password for more than one online account.

If you are concerned about obtaining fraud protection, please contact one of the three major credit

bureaus: Equifax: [www.equifax.com](http://www.equifax.com) or +1-800-685-1111; Experian: [www.experian.com](http://www.experian.com) or +1-888-397-3742; TransUnion: [www.transunion.com](http://www.transunion.com) or +1-888-909-8872.

You may request that all three credit reports be sent to you, free of charge, for your review. The Federal Trade Commission (FTC) recommends that you check your credit reports periodically to address any problems quickly. If your personal information has been misused, visit [www. IdentityTheft.gov](http://www.IdentityTheft.gov), for more information.

Protecting your information and maintaining your trust is incredibly important to us, as is addressing this incident with the information you may need. If you have any questions or concerns, please contact us at [care@modaoperandi.com](mailto:care@modaoperandi.com).

Sincerely,  
The Moda Team  
Moda Operandi Inc.

## MODA OPERANDI

Contact Client Services:  
1 (800) 707-9898 or 1 (212) 729-0984  
[care@modaoperandi.com](mailto:care@modaoperandi.com)

Consult With A Personal Stylist:  
1 (888) 530-4953 or 1 (212) 229-2075  
[care@modaoperandi.com](mailto:care@modaoperandi.com)

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