



16th October 2018

Xavier Becerra
Attorney General's Office
California Department of Justice
Sacramento, CA
94244

To whom it may concern:

This letter includes a copy of the notice posted online to users regarding a security incident that occurred on the Artix Entertainment, LLC online network.

Copy of the notice:

Title: Notice of Data Breach

What Happened

Two talented individuals found a vulnerability in our older game websites (specifically AdventureQuest, DragonFable, and MechQuest). We were notified of this on October 16th, 2018. Thankfully, they have worked diligently with us to fix these issues and protect our game network.

What Information Was Involved

Because we respect your privacy and the privacy of all our players, we are writing to let you know about this data security incident. While we have no evidence of your data being leaked, it is possible that your personally identifiable information was accessed, which for our games is limited to your game account name, password, email address, and IP address.

What We Are Doing

The team investigated the vulnerability and took protective measures to ensure no other access was possible. Then, the vulnerability was patched, and the fix confirmed. We have notified all players who may have been affected via email and postings across our websites of the potential unauthorized access.

In the days immediately following determination of the vulnerability, our programmers added additional protection to our network and accounts.

What You Can Do

While there is no evidence that your account has been tampered with, we urge you to change your password. Please use a unique password on every online service you use (seriously... this is so important on the internet now.)

While you are updating your password(s) to secure your account, be sure to download our new Artix Games Launcher. It is a far more secure way to play as you do not need the Flash Plugin or a web browser... and you can play all of our games in one place.

More Information

If you need any help with any of your Artix Entertainment video game accounts, please contact player support.

Battle on!

Artix Krieger

Links to contact Support were included in the email body and notice was also posted on our websites.

Sincerely,

PJ Beemer Renehan
Vice President, Product & Operations
Artix Entertainment, LLC
813 482-1314

ARTIX ENTERTAINMENT

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