



Dear Christopher,

Please see a personalized note below for your organization from our Chief Information Officer. Thank you.

Dear Christopher,

We are writing to notify you about a particular security incident that recently occurred. Please review this email for a personalized link, next steps and resources created for your organization specifically.

What Happened

The Cybercrime industry represents an over trillion-dollar industry that is ever-changing and growing all the time—a threat to all companies around the world. At Blackbaud, our Cyber Security team successfully defends against millions of attacks each month and is constantly studying the landscape to ensure we are able to stay ahead of this sophisticated criminal industry. **In May of 2020, we discovered and stopped a ransomware attack. In a ransomware attack, cybercriminals attempt to disrupt the business by locking companies out of their own data and servers. After discovering the attempted attack, our Cyber Security team—together with independent forensics experts and law enforcement—successfully prevented the cybercriminal from blocking our system access and fully encrypting files; and ultimately expelled them from our system.**

Prior to our locking the cybercriminal out, the cybercriminal removed a copy of a subset of data from our self-hosted environment. The cybercriminal did not access credit card information, bank account information, or social security numbers. Because protecting our customers' data was our top priority, we paid the cybercriminal's demand with confirmation that the copy they removed had been destroyed.

Based on the nature of the incident, our research, and third party (including law enforcement) investigation, we have no reason to believe that any data went beyond the cybercriminal, was or will be misused; or will be disseminated or otherwise made available publicly. In accordance with regulatory requirements and in an abundance of caution, we are notifying all organizations whose data was part of this incident and are providing resources and tools to help them assess this incident.

What This Means for Your Organization Specifically

Our public cloud environment (Microsoft Azure and Amazon Web Services) and most of our self-hosted datacenters, products and customers were not part of this incident, but we have confirmed the following specific to your organization:

- A copy of your Blackbaud eTapestry backup was part of this incident. Again, the file the cybercriminal removed a copy of did not contain any credit card information. Further, the cybercriminal did not gain access to bank account information, usernames, passwords, or social security numbers stored in your database

because they were encrypted. None of your data was lost or corrupted as a result of this incident.

And again, based on the nature of the incident, our research, and third party (including law enforcement) investigation, we have no reason to believe that any data went beyond the cybercriminal, was or will be misused; or will be disseminated or otherwise made available publicly. We have hired a third-party team of experts to monitor the dark web as an extra precautionary measure.

We have created a [resource page](http://www.blackbaud.com/incidentresources) for you at www.blackbaud.com/incidentresources that features a toolkit with a step-by-step guide to help you as you digest this information. It also contains answers to key questions, links to educational webinars (hosted by Rich Friedberg, Blackbaud's Chief Information Security Officer and Cameron Stoll, our Head of Privacy), information about our future plans, and other resources.

It is unlikely but possible, depending on jurisdiction, that our customers may have to make further notifications to constituents or other third parties. Your toolkit provides a written guide to notification laws and access to a webinar that helps you assess potential notification requirements in your jurisdictions. We advise you to also consult with your organization's legal counsel to understand any notification requirements. We want to continue to be your partner through this incident. If you determine that you do need to notify your constituents, we have included templates in your toolkit to make it easier.

To ensure all your questions are answered as quickly as possible, we encourage you to first review the resources we provided at the link above. If you still have questions after reviewing these resources, we are here to help. Please contact the dedicated team we have established for this incident:

- **North and South America:** 1-855-907-2099 between 9 a.m. and 9 p.m. ET
Monday – Friday

We understand this situation is frustrating. This was a very sophisticated attack, and while we were able to defend against it for the most part, we realize this is still requiring that you invest time to review the situation, and that you may need to invest time to take follow-up actions. We apologize for this and will continue to do our very best to supply help and support as we and our customers jointly navigate any necessary response to the cybercriminal's actions.

Sincerely,

Todd Lant
Chief Information Officer