



Dear valued bidder,

We are reaching out to share the latest updates following the data incident we emailed you about on July 11, 2020.

What Happened

We take data security very seriously. As communicated in our previous message, following a cyber attack against one of our IT suppliers on June 19, 2020, an unauthorised third party managed to access certain personal information from our bidder database. We became aware of the incident on July 11, 2020, and immediately blocked the unauthorised access to bidder account information and disabled all bidder passwords on LiveAuctioneers. That same day, we notified you through email and published a notice on our website (<https://help.liveauctioneers.com/article/496-july-11-2020-liveauctioneers-account-security>).

We are deeply sorry for any concern or inconvenience this may have caused, and are working quickly to take the appropriate steps to prevent such incidents in the future. We hope that in time we can regain your trust, which we value above all.

What We Are Doing

Since we last reached out to you, we have taken numerous steps to improve our security and prevent such incidents in the future:

- We have suspended our relationship with the compromised IT supplier.
- Our security tokens and passwords throughout LiveAuctioneers' systems have been replaced.
- We have implemented stronger password encryption.
- We have partnered with leading cyber security experts to further secure our website, mobile apps, and systems.
- We are working with government authorities to bring the perpetrators to justice.
- Multi-factor authentication for all back-end services have been implemented.
- We are analyzing and monitoring our source code to address any vulnerabilities.
- We are continuing to upgrade our network infrastructure.
- We will be implementing stronger password requirements.

What Information Was Involved

The data that has been exposed includes user account information like names, email addresses, mailing addresses, phone numbers, visit history, and encrypted passwords (the unauthorised party however managed to decrypt passwords after the cyber attack). Not all of this information may have been present on your bidder account.

Our team has confirmed that complete debit and credit card numbers were not accessed, and we have no reason to believe auction history was affected.

What You Can Do

If you used the same email address and password on LiveAuctioneers to login to other online accounts, then those accounts could be affected. You could also be exposed to impersonation and phishing attempts.

If you see any unauthorized activity related to your financial accounts, promptly contact your financial institution.

For U.S. residents, we also suggest you submit a complaint with the Federal Trade Commission by calling 1-877-ID-THEFT (1-877-438-4338), online at <https://www.ftc.gov>, or by mail to 600 Pennsylvania Avenue, NW Washington, DC 20580.

You also may want to monitor your credit reports with the major credit reporting agencies:

Equifax
1-800-685-1111
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

Experian
1-888-397-3742
P.O. Box 9701
Allen, TX 75013
www.experian.com

TransUnion
1-800-916-8800
P.O. Box 1000
Chester, PA 19022
www.transunion.com

More Information

For further information, please see our updates at: <https://help.liveauctioneers.com/article/496-july-11-2020-liveauctioneers-account-security>.

If you have any questions or notice anything suspicious on your account, please contact our customer support team at info@liveauctioneers.com.

Protecting your information and preventing incidents like this from happening in the future is our top priority. We will keep working to improve security and rebuild your trust in us.

LiveAuctioneers

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