



Important Information About Your User Account

ground(ctrl) operates social networking community websites focused on musicians. We take very seriously the privacy and confidentiality of the information provided to us by our community members. Recently, an unauthorized person gained access to part of our computer network that supports the websites we operate. Upon learning of the access, we worked to block any further unauthorized access and engaged a leading forensic investigation firm to determine what occurred and assist us in implementing enhanced security measures. Based on the investigation, we believe the unauthorized person may have been able to acquire a copy of the e-mail address, and password for accounts used by individuals to log-in to the websites we operate. Although we do not store passwords in plain text, we believe the unauthorized person has the ability to convert them to plain text.

Your credit card information was never stored with ground(ctrl) and was not at risk.

We wanted to let you know about this incident as soon as we could and we are cooperating with federal authorities in their ongoing investigation of this matter. We recommend that you change the password you use for this account. To do so, simply go to this page on our site:

<http://groundctrl.com/auth/reset>. Also, if you use the same user e-mail address and password for any other account, we recommend that you change your password there as well.

We regret any inconvenience this may have caused. To prevent this from happening again, we are working with the forensic firm to implement additional security measures. If you have any questions, or you need further assistance, please call;

ground(ctrl) Customer Support

+1 877-GND CTRL (+1 877-463-2875)

International Call In Numbers Available

Extended Hours;

Mon. May 5 - Fri May 9 between the hours of 7:00AM - 9:00PM PST

(We will return to normal hours Mon May 12, 7:00AM - 6:00PM PST)

You may also send an email to us at security@groundctrl.com.

You may view FAQs and Additional Helpful Information at groundctrl.com/security_faq.

Sincerely,

Eddie Meehan
CEO, ground(ctrl)

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GROUND CTRL, LLC
120 K Street
Sacramento, CA 95814