



Dear Friends,

Over the summer, we were notified of a security attack experienced by Blackbaud, our database vendor. This security incident may have involved personal information of our friends and donors such as contact and demographic information as well as gift details. **No credit card information or bank account information was compromised in this breach.**

Blackbaud's Cyber Security team, worked with state and federal law enforcement, as well as independent forensic experts to quickly respond to the security breach. Blackbaud has received proof of destruction of any data removed from Blackbaud's servers. **As a result, we are confident in saying that this security breach was low-risk for data exposure.**

Blackbaud, which manages data for thousands of clients around the country, assured all of their clients that the stolen file did not include credit card information, bank account information, or Social Security numbers, but may have contained demographic information including volunteer and donor names, physical and email addresses, telephone numbers, and giving history. Hospice of the Piedmont's Blackbaud database does not include patient data and remains HIPAA compliant.

“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,” Blackbaud told customers in a statement.

Since this security incident, Blackbaud has implemented changes that will protect data from any subsequent incidents. Although this security breach was low risk for data exposure, it is always prudent to remain attentive and promptly report any suspicious activity related to identity theft to the proper law enforcement authorities.

We apologize for any inconvenience and we urge you to contact us at gift@hopva.org with any concerns or questions you may have.

Sincerely,

A handwritten signature in black ink that reads "Ron Cottrell". The signature is written in a cursive, flowing style.

Ron Cottrell
President & CEO