

Hello,

We're contacting you as a recent customer of shopfanexpo.com to let you know about an issue we have identified and what you can do to protect your information.

We have identified an issue where unauthorised changes were made to shopfanexpo.com.

As a result of these changes, for a period of time, details about you and your website purchases were not fully covered by our standard security measures, including information such as your payment details. We have isolated and stopped the issue and are working with experts to investigate the cause.

We're sorry for any inconvenience or issues this has caused. To protect your financial and personal information, we strongly recommend you take the following steps.

- Contact your bank to let them know about this matter and follow any guidance they give, which may include freezing the card / payment method you used on shopfanexpo.com
- Change your password on shopfanexpo.com, and on any websites where you are using the same password
- Monitor your bank statements closely for any signs of fraudulent activity
- Be extremely cautious of any unexpected emails or communications, such as anything that asks you for further personal information or to validate your purchase, as these maybe phishing messages

To further help protect your information, we would be happy to facilitate a credit monitoring service for you for 12 months at no cost, which can help to give early warning of any fraudulent activity. Please let us know if this is of interest.

If you have any questions, please don't hesitate to reach out.

Shop FAN EXPO