



Possible fraud on your card...

Hello Ashley,

We're reaching out personally because we found a security problem on our website, and your card information was affected.

What happened: On September 14, someone got into our site and added hidden code to our checkout page. Until we found and removed it on October 8, that code captured card details as people placed orders (or tried to place orders). Your recent order may have been one of them.

What was taken: Potentially, your name, billing address, card number, expiration date, and security code. No passwords or other account information were involved.

What we've done: We removed the code, locked out the attacker, and are adding stronger security monitoring across our systems. We've also notified our payment processor and we're notifying the appropriate authorities.

What we recommend: Keep an eye on your statements and report any charges you don't recognize. Or, get in front of it and request a new card from your card provider. Tell them it was exposed in a data breach.

We're truly sorry this happened. You trusted us with your information, and we take that seriously. If you have any questions, don't hesitate to reply to this email.

With care,

The Team at Ancestral Medicine

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