

17015

Nancy Durand

From: Malcolm Chu <malcolm@righttothecity.org>
Sent: Monday, November 19, 2018 4:52 PM
To: [REDACTED]
Cc: Nancy Durand
Subject: Reaching Out About Account Breach
Attachments: Letter to [REDACTED].pdf

Dear [REDACTED],

I am writing to express once again how deeply sorry Right to the City is that your personal account was breached and to acknowledge the stress and disruption the situation has caused you. I feel personally devastated by what has happened and am very concerned about the potential impact of this situation on our relationship.

We have always believed that trusting relationships are a critical foundation for the work that we do and in achieving our vision of transformation. We have spent years developing the personal and organizational practices that reflect that value. Please know that we have spent the last two years strengthening our accounting and financial management systems; training and developing our finance team and formalizing partnerships with key experts to provide external oversight, training and coaching. We have also invested deeply in building meaningful, authentic connections with the individuals and institutions that support our work. This situation goes against everything we believe and have worked to build and I cannot tell you enough that we are working tirelessly to ensure it does not happen again.

We are taking this matter very seriously. Our Executive Director, Board Chair and Treasurer have been involved in managing our response to this situation and we have taken additional steps that I want to share with you.

- Our Board has convened an Incident Response Team that includes the Board Chair, Executive Director, and legal and finance experts to respond to this situation.
- The Incident Response Team will conduct a full investigation and bring its conclusions, recommendations, reflections and lessons for the organization to the Board.
- We are notifying all individual and institutional donors of this issue and are encouraging everyone to review their records and reach out to us immediately about any irregularities.
- We are also encouraging donors to contact our Executive Director directly with questions or concerns.

Thank you so much for your support as we take the steps to investigate and remedy this situation. We are doing everything possible to avoid this happening again in the future and we deeply regret the harm this incident has caused. Regardless of whether you ever decide to provide financial support to SNOL or Right to the City again, we remain committed to addressing the harm that has been caused to you, rebuilding a trusting relationship and demonstrating our total commitment to values of respect, honesty and accountability.

with love & respect,

Malcolm