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Aspiration

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**[PROOF] Notice: Data Issue - Important Changes to Your Account**

1 message

Team Aspiration <help@aspiration.com>

Fri, Jun 4, 2021 at 10:58 AM

Reply-To: help@aspiration.com

To: [REDACTED]

**Aspiration**

# Important changes to your account

Dear [REDACTED]

## What is happening?

We recently noticed some unusual log-ins on your account that involved possible unauthorized access to your personal and financial information by an attacker from a foreign country using passwords acquired outside of Aspiration. To protect your funds and personal information, we have created a new account number for you.

## What are we doing?

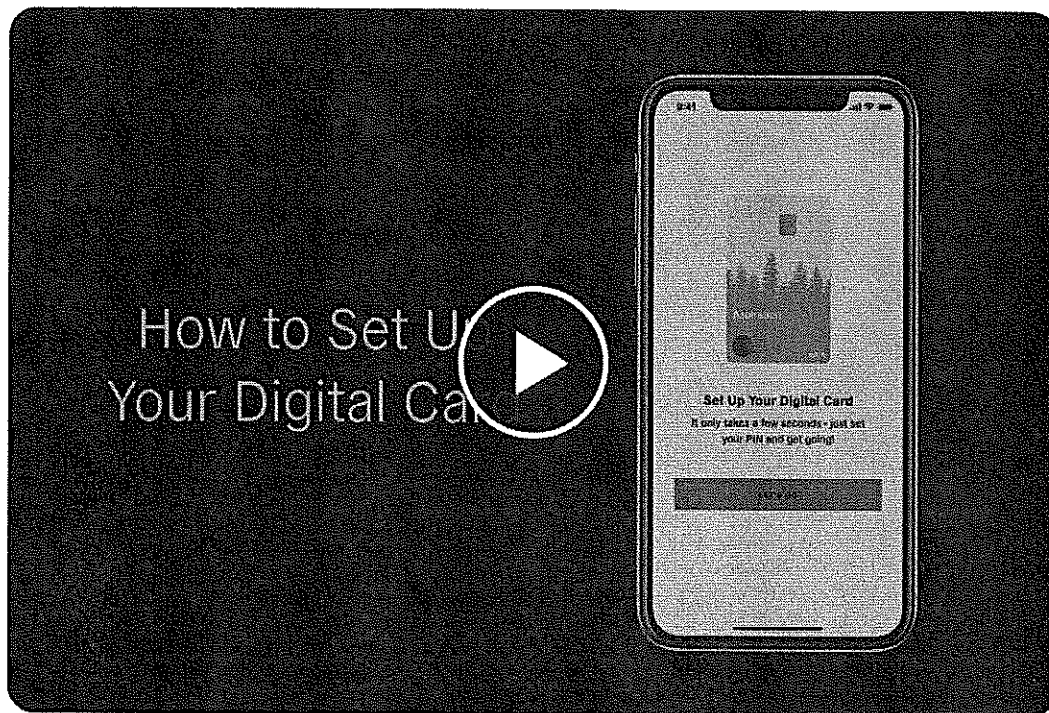
Important: almost everything about your account will be the same: including your balance, dashboard, settings and transaction history.

Here's what has changed:

**First**, we have mailed you a new physical debit card, which should arrive in 10 days or less. Your current debit card has been deactivated for your protection and can no longer be used.

However, you can immediately access your new account's digital debit card, via the Aspiration mobile app. You can find your digital debit card in the mobile app under 'Card Management' in 'Settings'. You can then add it to whatever digital wallet you wish to use—such as Apple Pay, Google Pay, or Samsung Pay (follow the instructions given by the specific wallet you want to add it to). Not sure how to

set up your digital debit card? Watch this brief instructional video to learn more:



You can also use your digital debit card to make online purchases by shopping online normally and, upon checkout, entering your digital debit card information instead of your physical card information. Please note that your digital debit card is available in the Aspiration mobile app only. You will need a smartphone with the Aspiration mobile app installed to be able to access and use your digital debit card.

(If you don't yet have the mobile app, you'll be redirected to the app store so you can download it in order to access your digital debit card via your "Settings" page)

GET MY NEW DIGITAL CARD

**Second**, because you have new account numbers for both your Spend account and your Save account you will need to reschedule any one-time or recurring transfers or deposits that you had scheduled through your old account. If you use checks, you'll also need to order a new checkbook. We have set up a dedicated VIP hotline number for you to use if you need help with any of this: call us at (424) 228-8811 and we'll walk you through it.

Any direct deposit payments you receive will show up in your new account for the next 60 days, at which point we will permanently retire your old account number. Please ensure that you transfer your direct deposit payments to your new account

within the next 60 days. In order to do this, set up direct deposit using your new account and routing numbers:

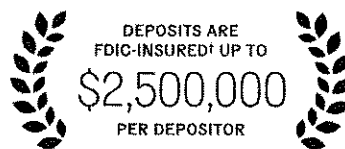
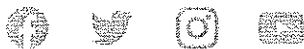
TRANSFER YOUR DIRECT DEPOSIT

### What can you do?

Please update your passwords in other accounts and update the Aspiration account so we can offer you the highest levels of security. Always make sure that you do not "reuse" your passwords. It's a good idea to monitor your credit through reporting agencies. For more good advice on protecting yourself, here are some government guidelines <https://www.identitytheft.gov/> and <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

We sincerely apologize for any inconvenience this may cause you. Please know that we've taken such a significant measure only after concluding it is necessary to protect the security of your account, which is of paramount importance to us.

Thanks,  
Team Aspiration



\*Through Aspiration's Insured Bank Deposit Program, cash balances in the Aspiration Spend and Save Accounts are deposited at one or more FDIC-insured depository institutions (each a "Bank") up to \$250,000 per Bank. With ten Banks available, Deposits are FDIC-insured up to \$2.5 million per depositor. Visit [fdic.gov](https://www.fdic.gov). You are responsible for monitoring your deposits at each Bank to determine the available FDIC insurance coverage. Aspiration's Program Banks. Investments placed in the Redwood Fund are not eligible for FDIC Insurance, are not bank guaranteed and may lose value.

The Aspiration Spend & Save Account is a cash management account offered by Aspiration Financial, LLC, a broker-dealer registered with the Securities and Exchange Commission (SEC) and a member of the Financial Industry Regulatory Authority (FINRA) and the Securities Investor Protection Corporation (SIPC). Aspiration Financial, LLC provides brokerage services and securities products. Its affiliate company, Aspiration Fund Adviser, LLC, an SEC-registered investment adviser, provides investment advisory services. Aspiration Fund Adviser, LLC and Aspiration Financial, LLC are subsidiaries of Aspiration Partners, Inc. (Aspiration). Neither Aspiration Partners, Inc. nor any of its subsidiaries is a bank. Aspiration pledges to donate 10% of our profits to charities.

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