



Between
Imagination
and Creation®

[REDACTED]

We have you on record as a valued customer of Smooth-On, Inc. that placed at least one order on our web store since February 24, 2019. We are reaching out to all potentially affected customers to advise that we recently discovered a data breach so they can take appropriate action.

What Happened? We were notified by an e-commerce customer on April 29, 2019 that there was an unauthorized transaction on his credit card sometime after making a purchase on our web store on February 24, 2019. We take all complaints of this nature seriously and suspended activity on our web store as a precautionary measure in order to verify the security of our website.

After a thorough investigation, we determined that a hacker had breached our firewall and security systems between the evening of 2/24/2019 and the morning of 2/25/2019 and injected malicious code into our ecommerce platform.

What Information Was Involved? We believe the Hacker was seeking to access customer credit card information. However, we do not know the extent to which customer credit card information was compromised because we do not store this information in any of our databases.

What Are We Doing? We take several precautions to minimize the risk of security breaches, which includes using two separate firewall systems, running multiple monitors for viruses and other malicious code, and installing the latest security patches as they become available. Further, all our online credit card transactions are processed by Authorize.net, the world's leading provider of secure online payment solutions that are compliant with many government and industry security initiatives.

However, as you probably have seen on the news in the last few years, attackers are always looking to circumvent these safety precautions.

We have identified and deleted the malicious code from our ecommerce platform, and we are working with our third-party security and firewall providers to prevent similar security breaches in the future. We also want to remind you that we have never, and will never, store your credit card information.

Is the Web Store Secure? After a comprehensive audit process, we have confirmed the integrity of our web store and website. All website security protocols are up-to-date and we are satisfied that our customers can buy with confidence on our web store.

What Should You Do?

As a precaution, we are asking customers who made purchases on our web store any time on or after February 24, 2019 to check their credit card statements and also contact their credit card company to verify that there are no unauthorized charges. We will always make the security of our customers' information top priority. If you

discover that there were unauthorized charges to your card, we would appreciate knowing about it. Please contact us with information or questions you have at general@smooth-on.com or call [\(800\) 762-0744](tel:8007620744) and ask for web support.

Very truly yours,

Smooth-On, Inc.
Customer Care Department