



We have some important information to share with you.

July 29, 2020

As you most likely know, the world is full of unethical and malicious humans, trying to exploit people and companies. You have probably read about huge companies being attacked by such people.

Security and protecting your data is **extremely important** to us. We have taken serious security measures in the past and continue to do so, but this morning, despite anti-malware programs running and strong password rules in place, one of the computers on our **local network** was hit with a cyber attack that encrypted many of the files on the local network and demanded a fee to unlock them (similar to the attack a few days ago against the giant company [Garmin](#), except none of our services were affected). We have no plans to pay this fee, as we have good backups and all of our important information is in the cloud, so nothing critical was lost.

Our **local and cloud file servers**, which have more important information on them, including client databases, **do not appear to have been breached** and we have no evidence that any of that important data was compromised. That said, **out of an abundance of caution**, we recommend that anyone who uses BigSIS to send email should **change their email password** ASAP. This would usually just be their work email account, and the new password should then be updated in our system as well if you wish to be able to send email from within BigSIS.

As for payment information, we do not store any credit card or banking information anywhere (locally or online), as that is all handled by Authorize.net.

It only takes one point of failure, and we are re-examining everything to find any weak links. We have many strong policies in place, but will be re-doubling our efforts on security and we have completely locked down all local and remote access until we have even stricter rules in place. If you have concerns about any of this and **would like to speak with me personally** for a bit more information, I would be happy to hop on a Zoom or a call with you to discuss.

Our sincere apologies for any inconvenience this may cause.

Ben

Ben Alexandra
President & CEO, BigSIS
303-459-4747 (direct)
844-4-BIGSIS (844-424-4747) x11