



Dear Customer,

As you are aware, in November 2020, managed.com was attacked by ransomware. At the time, we shared with you our process to minimize the impact on our customers, and to work closely with the customers that were directly affected by this illegal attack.

Over the past several months, we have worked closely with our customers to retrieve data where we could and to recover files where possible. We have also provided customers with updates and progress reports throughout this process. As of today, we have completed our internal investigation and have communicated our findings to the appropriate authorities. We are also putting into place further safeguards to protect our systems.

On behalf of our entire team, I want to thank you for your patience and understanding through this process. Due to the sensitive nature of the investigation and the need to keep information private, we are unable to provide details of our findings.

Please know that we will remain in close contact with the FBI to help prevent attacks like this in the future and we remain vigilant in improving our systems. If you detect any unusual activity with your site, please let us know.

Our entire team values the trust you place in us and apologizes for any inconvenience due to this attack. If you have questions or would like further assistance, please contact us at relations@managed.com or call (855) 791-8969 or (506) 624-2366.