Email Response That Can be Used for Inquiring Advisors

Decision Center Interruption from October 30, 2024

Hi [name],

Thank you for reaching out about the recent issue that temporarily affected Decision Center on Wednesday, October 30, which has since been resolved.

See below for more information on what happened, how eMoney responded, and the steps we are implementing moving forward.

Incident Overview

On October 30 at 4:15 p.m. ET, we became aware of an issue that affected the Decision Center experience. eMoney quickly disabled Decision Center and upon investigation, we learned that a third-party library used to run animations in Decision Center (Lottie Player) was the source of this issue. A situation on their end resulted in a pop-up message instructing users to “link their crypto accounts,” appearing in Decision Center. Approximately 1,900 eMoney users may have seen the pop-up message. No end-users were impacted.

The incident has since been resolved. As an additional security measure, we will no longer access Lottie Web Player for any purpose moving forward.

Security and Risk Implications:

- **Customer Data and Security:** We want to emphasize that no eMoney systems were directly compromised. This was a supply chain attack originating from a third-party. However, it posed a potential risk, as it introduced unauthorized messaging into Decision Center.

- **Next Steps:** Our team has secured the affected system and is closely monitoring our platform. We will no longer access Lottie Web Player for any purpose moving forward.

- **Recommendation to Advisors**: We are contacting the advisors who may have viewed this pop-up. We recommend that anyone who engaged with this pop-up change the credentials that were leveraged immediately and keep a close eye on their accounts.

Data security is our top priority, and we apologize for any disruption this may have caused. If you have further questions or need support, please reach out.

- The eMoney Team