

BROKER BULLETIN

TO: All Agents and Brokers

DATE: July 12th 2021

FROM: Donna White
Vice President, Finance

RE: HTM Website Credit Card Payments

We wanted to inform you that over the weekend, the HTM Online Payment page on our website experienced a brute force attack, with over 10,000 transactions being attempted within one hour. Our payment processing company has shut down the payment page, and we have since removed the availability to make payments on our website.

Our team is working hard on getting the system back up and running, and in the meantime we can take credit card payments over the phone. Please note that no customer security is at risk as this site simply takes payments and does not record or hold any credit or personal information. We will be working on a solution to prevent this from happening in the future.

If you have any questions or concerns, please do not hesitate to reach out.

Thank you