Email subject: Update from BrickLink ACTION required.

Dear [member name]:

We’re writing to let you know that BrickLink is back up and running and that we look forward to seeing you back on the site!

We temporarily closed the site on November 3rd due to some unusual activity. After thorough investigation we found that a relatively small number of accounts potentially may have been accessed by unauthorized individuals using data obtained outside the BrickLink platform.

Unfortunately, your account might have been impacted.

As a precaution we've temporarily locked your account. To re-open it, please go to the BrickLink site and start the process of reopening your account by following the prompts during login.

If you have a seller account, please check your inventory and if you believe it has changed or been deleted, please email customerservice@bricklink.com. We will do what we can to help restore your inventory.

Once you've re-gained access to your account please check your inventory if you have a seller account and reach out to customerservice@bricklink.com if you believe the inventory has been changed or deleted, we will do what we can to assist you with restoring your inventory to a specific date.

You can get help on this and other topics in the related help page or read more in the BrickLink Forum after re-opening your account.

Thank you again for your support and patience. We are grateful to have such awesome members!

Thanks!

Your BrickLink team

**What information may have been accessed?**

Account information:

Name

Email address

Country

Billing & delivery addresses

Order history

Phone number

We do not store complete credit card details on BrickLink, so these cannot be accessed.

If you have any questions or concerns, please contact LEGO® BrickLink Inc. at customerservice@bricklink.com

**What is BrickLink doing in response?**

We've already taken steps to further strengthen our security; and we continue to investigate and take steps to tighten how we monitor and respond to unusual activity.

We’ve stepped up our account security and monitoring of unusual activity, informed people whose accounts or stores may have been impacted, and reminded members of ways they can make their accounts safer and more secure by practicing good data security. Install and run security software on their devices and create strong, unique passwords only used on the BrickLink site.