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ATTORNEY GENERAL  
OF WASHINGTON

Attorney General Of Washington  
PO Box 40100  
Olympia, WA 98504-0100



September 7, 2020

Dear Attorney General Of Washington,

One of our core values at Operation Homefront is doing what is right. Our commitment to doing what's right requires me to relay that we were recently notified that we were one of many charities whose database was affected by a security breach at Blackbaud, the vendor that hosts our database of donor contact information.

Blackbaud informed us on July 16 that they had experienced a security breach in May that affected many of their nonprofit clients, including Operation Homefront. While we were disappointed to learn about the breach, we were pleased to learn no social security numbers, financial data or credit card numbers were compromised, as we use a different payment processor for donations as an added layer of security.

We reached out to Blackbaud on July 20 to get more information on why this breach occurred and have been frustrated with their response to date. Although they have assured us that no sensitive information was taken in the breach, protecting the privacy of our donors is of utmost importance. To this end, we will continue to pursue a more detailed explanation and have insisted that they keep us apprised of their mitigation and remediation efforts.

Read more about the incident at [www.blackbaud.com/securityincident](http://www.blackbaud.com/securityincident).

We are doing everything in our power to protect your privacy and, more importantly, to live up to the trust you place in us as we continue to work together to support our military families in their time of need.

If you have any questions you may contact us at [compliance@operationhomefront.org](mailto:compliance@operationhomefront.org).

With gratitude,

John I. Pray, Jr  
President & Chief Executive Officer  
Brig. Gen. (ret.), USAF



August 3, 2020

Dear Valued Supporter,

One of our core values at Operation Homefront is to do what's right. Our commitment to doing what's right requires me to relay that we were recently notified that we were one of many charities whose database was affected by a security breach at Blackbaud, the vendor that hosts our database of donor contact information.

Blackbaud informed us on July 16 that they had experienced a security breach in May that affected many of their nonprofit clients, to include Operation Homefront. While we were disappointed to learn about the breach, we were pleased to learn no social security numbers, financial data or credit card numbers were compromised as we use a different payment processor for donations as an added layer of security.

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[Read more about the incident here.](#) (Link will take you to a third party website, [blackbaud.com](http://blackbaud.com)).

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With gratitude,

John I. Pray, Jr.  
*President & Chief Executive Officer*  
*Brig. Gen. (ret.), USAF*



Operation Homefront  
1355 Central Parkway S, Ste 100  
San Antonio, TX 78232



[See what Consumer Reports says about Operation Homefront.](#)

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