



Hello Finalsite Clients,

The forensic investigation into Finalsite's January 4 ransomware attack conducted by [Charles River Associates \(CRA\)](#) is complete and confirms there are **no observed indicators of direct file access or data exfiltration**. A signed conclusion letter verifying the official findings of the investigation is [available to read here](#).

At Finalsite, we take security very seriously. Although no organization is immune to a ransomware attack, we are committed to improving our tools and processes in order to safeguard clients and their data.

Following this event, Finalsite is taking steps advised by CRA to further harden our network, including a \$1 million investment in the security and reliability of our products. This is over and above our ongoing annual spend on security enhancements and in addition to a \$2.5 million investment in infrastructure, security and stability [announced in 2020](#). We're also working to improve our recovery process so you'll be back online much faster in the future, should the need for another complete system restoration arise.

We thank you for your patience and understanding as we worked through this complex situation.

Sincerely,

Jon Moser
CEO & Founder

