



We are writing to you because of an incident involving access to information associated with your online Georgia MLS member profile. Although we are unaware of any actual misuse of your information, we are providing notice to you and other potentially affected members about the incident.

What happened:

On August 16, 2020, we received notification of a breach of security on our server that may have resulted in the unauthorized disclosure of your login details for Georgia MLS. The breach involved our membership management server which holds our membership database and stores the login details for your Georgia MLS account. While this server was not publicly listed, cyber criminals gained access to our membership database.

Details of the breach:

The following information that is contained in our membership server is as follows: User name, email address, phone number, password for Georgia MLS, your real estate license number, as well as any mailing address we may have on file.

A small number of member profiles do contain credit card information, however these are encrypted within the membership management server. No other information or data has been involved and no one has access to any other personal data from this breach.

What we are doing:

We have taken the following steps to mitigate any adverse effects of the breach:

- Our technology team identified the criminal code and have rebuilt the impacted server
- We have undertaken a full audit and introduced additional steps to ensure your data is not accessible

All member services are back up and running and no data was lost during the downtime.

As we move forward, Georgia MLS will require all members to change to their password. We ask that you login to gamls.com where a dialogue box will give instructions on how to change your password. If you do not know your User ID or password, click on the "I forgot my User ID/Password" link under the login fields at gamls.com.

We take our role of safeguarding your personal information seriously, and Georgia MLS sincerely apologizes for the worry and inconvenience this situation may cause you. You may call our office at 770-493-9000 with questions and concerns regarding this matter weekdays between the hours of 8:30 am and 5:00 pm.

Sincerely,
Richard Boone
CEO of Georgia MLS