

TaskRabbit

April 18, 2018

Dear TaskRabbit Community,

Our teams have been working around the clock over the past few days investigating a cybersecurity incident while simultaneously working to restore our website and apps.

Our entire TaskRabbit community is built on trust, openness, and transparency. That's why I'm writing to let you know that our website and apps are back online, and to personally give you an update on where things stand with the ongoing investigation, and what we're doing to address it.

Here's what we know:

While our investigation is ongoing, preliminary evidence shows that an unauthorized user gained access to our systems. As a result, certain personally identifiable information may have been compromised.

What you can do to protect yourself:

We have an outside forensics team working diligently to determine what information may have been compromised, and will notify every affected individual, but as an immediate precaution, Taskers and Clients should monitor their accounts for any suspicious activity. Also, anyone who uses their TaskRabbit password on other websites and apps should change them.

What we're doing about it:

Because cyber threats are constantly evolving, we continually update our security program. As a result of this incident, we are working to implement additional measures to enhance the security of our systems following this incident, including:

- Examining ways to make our login processes more secure;
- Evaluating our data retention practices to reduce the amount of data we hold on Taskers and Clients, where appropriate; and
- Enhancing overall network cyber threat detection technology

Our Taskers and Clients are the lifeblood of our business. We care deeply about our

community and are committed to being a better neighbor. With our website and apps back online, we hope you will give us the opportunity to regain your trust.

This is not the last time you will hear from us. We will continue to provide information on a dedicated web page at www.taskrabbit.com/update, and in the coming days, please look for additional information from our team on what we're doing to support our Taskers and Clients.

Sincerely,

A handwritten signature in black ink, appearing to read "Stacy Brown-Philpot". The signature is stylized and cursive.

Stacy Brown-Philpot
CEO, TaskRabbit

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