

## **Inbound Consumer Script:**

### **I heard that CheckFree's service was redirected to a malicious site -- is that true?**

Some customers attempting to connect to CheckFree websites in the early morning hours of Dec. 2 were redirected to a non-CheckFree site. CheckFree took direct action and by 5:00 a.m. ET, the changes were complete to redirect customers back to CheckFree. The CheckFree sites are all up and running properly, but the changes may have taken some time over the last day or so to propagate out to Internet DNS servers so you may have not been able to connect properly during that time. The non-CheckFree site was taken offline Tuesday morning around 10:10 am ET so that no customers could connect to it.

### **I may have logged in during the affected time. What should I do? Could my computer be infected?**

We recommend that you make a regular practice of keeping your computer updated with the latest anti-virus software. If you have anti-virus software, ensure its virus definitions are up-to-date, and we recommend you run a system scan to check for any potential viruses or Trojans. If you regularly keep it up-to-date, you may have seen a message alerting you to a vulnerability if you were directed to the non-CheckFree site.

If you don't have anti-virus software on your computer, as a first step we recommend you perform a scan using Symantec's free online scan utility, and then take actions to install ongoing virus protection. Please note that if you need technical support during this scanning process, you'll need to contact Symantec directly. The web site for their free utility is <http://security.symantec.com/sscv6/WelcomePage.asp/>.

After you remove any threats found by the anti-virus software, it's recommended that you change your passwords for the web sites you use.

Additionally, if you use Adobe Reader products to view PDF files, ensure you install the latest patches provided by Adobe to correct vulnerabilities associated with that tool. The web address for the latest Adobe patch is:

<http://www.adobe.com/support/security/bulletins/apsb08-19.html>

We also recommend you visit Symantec's web site for more information about protecting your computer from computer viruses.

[http://www.symantec.com/norton/support/premium\\_services/premium\\_virus.jsp](http://www.symantec.com/norton/support/premium_services/premium_virus.jsp)

## **Outbound Consumer Call Script:**

We're calling to inform you about an issue that may have affected your access to online service yesterday. Some customers attempting to connect to CheckFree websites in the early morning hours of Dec. 2 were redirected to a non-CheckFree site. CheckFree took direct action and by 5:00 a.m. ET, the changes were complete to redirect customers back to CheckFree. The CheckFree sites are all up and running properly, but the changes may

### **CHECKFREE CONFIDENTIAL INFORMATION**

Contains confidential and/or proprietary information of CheckFree. May only be used by or distributed to individuals specifically authorized by CheckFree.

have taken some time over the last day or so to propagate out to Internet DNS servers so you may have not been able to connect properly during that time. The non-CheckFree site was taken offline Tuesday morning around 10:10 am ET so that no customers could connect to it.

As a result of this issue, we recommend you take some steps to ensure your computer was not affected by this issue. If you have anti-virus software, make sure its virus definitions are up-to-date, and we recommend you run a system scan to check for any potential viruses or Trojans. If you regularly keep it up-to-date, you may have seen a message alerting you to a vulnerability if you were directed to the non-CheckFree site. As always, we recommend that you make a regular practice of keeping your computer updated with the latest anti-virus software.

If you don't have anti-virus software on your computer, as a first step we recommend you perform a scan using Symantec's free online scan utility, and then take actions to install ongoing virus protection. Please note that if you need technical support during this scanning process, you'll need to contact Symantec directly. The web site for their free utility is <http://security.symantec.com/sscv6/WelcomePage.asp/>.

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