



Dear Parents, schools, and community,

For the past several days, our website StepItUpKids.com has experienced an unprecedented malfunction due to failure of its servers at Amazon Web Services. After years of smooth sailing and months of school fundraisers running without issue, the system suddenly had a critical error starting on Monday afternoon that caused server failure.

We do not yet know why the server failed, but here is what we do know:

- All schools that started their fundraiser prior to September 6th are currently offline, as we have to correct some bugs that were created by the server error. As soon as the sites are back up, we will send you an update via email and social media.
- We have been working around the clock with Amazon Web Services experts (where our site is hosted) to solve the issue and get the site back online as fast as possible.
- All of the credit card information is safe. We do not store credit card information on our server, it is all sent encrypted to the processing company. No credit card data has been compromised in any way, shape or form. We are fully PCI compliant.

We are heartbroken that this has happened. The past 48 hours have been terrible for you, our community, and the thousands of donors around the world who want to help. We know that their desire to help will still be strong once this is resolved, and we are committed to delivering this program to the kids across America who need it so much.

Our mission is to empower and enrich students' lives, and we continue to let that passion drive everything we do.

We promise to get this back on the right path as soon as possible, and to let you know as soon as we do.

Ben Kaplan
CEO, Step It Up!