

We recently learned that hackers gained unauthorized access to the decade-old BioWare server system supporting the Neverwinter Nights forums. We immediately took appropriate steps to protect our consumers' data and launched a thorough ongoing evaluation of the breach. We have determined that no credit card data was compromised from the servers, nor did we ever have or store sensitive data like social security numbers. Our investigation shows that information such as user names, encrypted passwords, email addresses, mailing addresses, names, phone numbers, CD keys and birth dates from these forum accounts on the system may have been compromised, as well as other information (if any) that you may have associated with your EA Account. In an abundance of caution, we have changed your password to ensure account security. Please visit this [https \(deleted\)](https://support.ea.com/app/answers/detail/a_id/5367/) to reset your password immediately.

If your link has expired, [click here](#) to generate a new email.

We take the security of your information very seriously and regret any inconvenience this may have caused you. If your username, email address and/or password on your EA account are similar to those you use on other sites, we recommend changing the password at those sites as well. We advise all of our fans to always be aware of any suspicious emails or account activity and report any suspicious emails and account activity to Customer Support at 1-877-357-6007.

If you have questions, please visit our FAQ at http://support.ea.com/app/answers/detail/a_id/5367/ or contact Customer Support at the phone number above.

Aaryn Flynn
Studio GM, BioWare Edmonton
VP, Electronic Arts