

**To:** jeevacation@gmail.com[jeevacation@gmail.com]  
**From:** HDtracks Press  
**Sent:** Mon 11/2/2009 5:28:15 PM  
**Subject:** HDtracks Urgent Message



## **URGENT MESSAGE**

Dear HDtracks Customer:

Thank you for your response. As per our last email to you, our investigation is ongoing and we appreciate any additional information you may want to provide, such as the date that your card was fraudulently used, where, and what type of card it is.

Again, we want to apologize for this terrible inconvenience. We have replaced our server and added new security features to the site such as TrustGuard and CIM. With CIM only our accredited credit card processing partner, authorize.net, can access and store credit card numbers. We have also undergone a thorough security audit of the site and will continue to conduct regular security audits to ensure that all customer information is secure. PayPal continues to be a purchasing option as well.

As a co-founder of HDtracks, along with my brother David, we felt it important to notify our customers to take the precaution of canceling the card[s] they may have used to shop in the HDtracks store. The examination of our server did not offer conclusive evidence that any credit card information was in fact stolen, however, we do not underestimate the ability of determined hackers. Needless to say, it was a difficult letter to send as we know that we risked losing some of our most loyal customers.

My brother and I founded the Grammy Award winning audiophile label Chesky Records over 20 years ago being one of the first labels to offer high resolution recordings on DVD audio and SACD. Now with HDtracks.com, we are on the forefront of the digital age, being the only online store to offer high resolution 96/24 downloads. There will be challenges with any new venture, but we believe that our commitment to the audiophile community is our biggest asset. In the coming months a multitude of exciting new releases, some only available at HDtracks, will be featured in the HDtracks store, as we make deals with more and more labels. We will continue to strive to earn your support of the HDtracks store.

Very Best Regards,

Norman and David Chesky

## Co-Founders – HDtracks

This message was sent from HDtracks Press to [jeevacation@gmail.com](mailto:jeevacation@gmail.com). It was sent from: Chesky Records, 355 West 52nd Street Sixth Floor, New York, New York 10019. You can modify/update your subscription via the link below.

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