

# Member Alert

## Unauthorised activity on LMA website

The LMA has recently become aware of unauthorised activity on an archived copy of its website, which it is in the process of investigating.

We understand that names and email addresses of members have been accessed, but not passwords which were protected by encryption, or any other personal data. As a result of this unauthorised access, members may have been sent, or be sent in the future, SPAM or phishing emails, purporting to be from the LMA. Please be vigilant of such activity and do not click through on any links offering monetary gains or other incentives, or requesting further personal data without checking the sender's email address to make sure it is a genuine email from the LMA.

Whilst we do not believe any passwords (which are encrypted) to have been accessed or be at risk, as a precautionary measure, we would advise that members change their LMA password and passwords on any sites where they use the same password as for their members' LMA log-in.

The LMA continues to investigate this matter with our service providers to better understand the incident and the impact on our members.

Should you require any further information, please contact **Hannah Vanstone**.

**To change your password:**

## Contact

### Hannah Vanstone

lma@lma.eu.com  
+44 (0)20 7006 6007

**Access LMA website to  
change your password**

1. Login to the website ([www.lma.eu.com](http://www.lma.eu.com)) with your existing username and password;
2. Access your Personal Profile in the top of your screen above the top navigation;
3. Click on the Update Password hyperlink and enter your new password in the fields provided;
4. Click the Change button once you have entered your new password in the fields provided;

Click logout in the top of your screen and then your password will be changed immediately.

#### **Need to tailor your email subscription?**

Please **login** to the LMA website and access your **Personal Profile** where you can amend your **email preferences**.

If you do not wish to receive **any further communications from the LMA**, please click here to unsubscribe.

Registered in England and Wales as a company limited by guarantee with registered number 3284544.  
Registered office c/o TMF Group, 20 Farringdon Street, London, EC4A 4EN.