

LAUNCH

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FROM: LAUNCH HQ
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Password Update Required for Devices with Unusual Login Activity

Dear All,

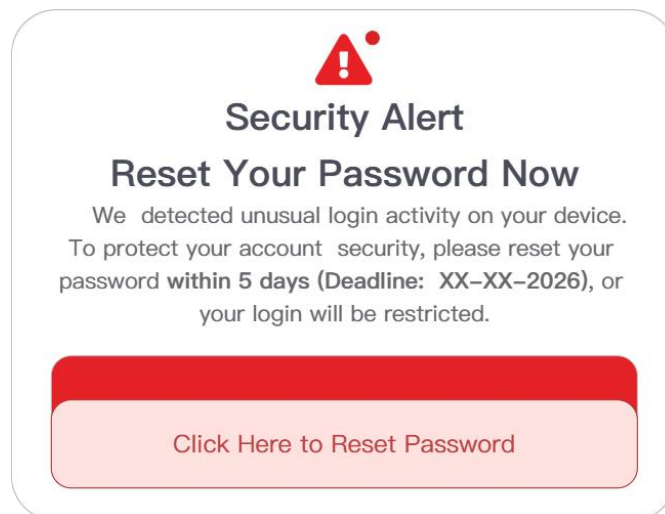
Our headquarters monitoring system has identified unusual login activity on certain devices, including accounts used in **more than five countries within a three-month period**. This pattern may indicate that account credentials have been shared or compromised.

To protect customer accounts and device security, Headquarters has decided to introduce an on-device security notification. The notification will prompt affected users to **change their login password immediately**.

WHAT AFFECTED USERS NEED TO DO

Users must follow the prompt and update their password during the one-week notification period. If the password is not changed within that period, login access will be restricted.

Example of the security notification:



The specific deadline displayed in the pop-up may vary by rollout date.

Rollout and Support Guidance

- The security pop-up will begin appearing on affected user devices soon.
- The reminder campaign will remain active for one week.
- Users should select the password-change option in the pop-up and complete the update as soon as possible.
- If a user does not update the password within the one-week period, login access to the affected account/device will be restricted.
- If contacted by a customer, please advise them that the message is an official security notice and assist them with the password update process as needed.

Please make sure relevant teams are aware of this upcoming change and are prepared to support affected customers.

Thank you for your attention and cooperation.