Dear Christin Carter,

Thank you for bringing this matter to our attention.

We are very sorry to hear that, we will do everything we can to protect all the information.

First of all, don’t use the laptop. We well send a technician as soon as possible. He is going to fix your problem immediately, he will clean the laptop and install an antivirus.

About the compensation, obviously the technician is not going to cost you nothing, and we are going to give you a completely free keyboard and a mouse.