

## Security Reminder

Hackers and scammers are an unfortunate pitfall of the internet, and you should always exercise as much precaution as possible to avoid them.

If you believe your wallet has been hacked, our team will help you create a new, uncompromised account. To do so, you will need to set up a new wallet with a **new** seed phrase and take the necessary steps to make sure your computer is secure moving forward. Users are always solely responsible for securing their own accounts.

Please note that stolen Mintvers NFTs can continue to exist outside of our ecosystem (i.e. OpenSea). In the event of a hack, you should immediately inform all marketplaces that host your work, as well as any other web3 service that you use.

1. Email [helpcenter@mintvers.com](mailto:helpcenter@mintvers.com) with the subject line "Hacked wallet – *username* – Collector" if you are a NFT holder.
2. If possible, transfer any remaining artworks out of your account to a new, secure wallet.

3. Using the email you have registered with your Mintvers account, please provide a link to your Mintvers profile and the public wallet address associated with it in the body of the email.
4. If any works were transferred out of your account during the hack, please include that in the email.
5. We'll want to delete your current account so you can move forward with a new one.

### *How can I protect against this happening?*

As a general rule, if you want to be as secure as possible, a hardware wallet will provide the most protection possible – you may want to consider purchasing one.

Please familiarize yourself with how scam works and be extremely cautious when interacting with unfamiliar services or individuals on the internet. You should never reveal your seed phrase to *anyone*.