

Give Local America Update

Status Update and Technical Explanation for issues experienced May 3rd, 2016

Communities, foundations, nonprofits and donors,

Today, we have experienced significant donation delays that in turn have affected our client giving day experiences.

We are sorry. Kimbia is a group of individuals who have come together to deliver technology that can change the world through you and your organizations. Give Local America is our passion project. We believe in the power of communities and the nonprofits that serve the needs of those communities. Like many of you, we came to this day expecting to deliver millions of dollars to nonprofits and communities across America. This is what we do as an organization and this is something that we have done successfully hundreds of times in the past.

Yet, the past 10 hours have been some of the most painful of our lives. We have let you down, the people we serve. We do not take any of your comments and concerns lightly, and we will work tirelessly to earn back your trust in our capabilities. We understand the frustration this day has caused and it is our sincere hope that people will rally together to continue to show love and support to their favorite nonprofits all over the nation.

The Technical Issue

Giving you a transparent and accurate update is very important to us, and we have been working heads-down throughout the day with our engineering team, hosting and other service providers to uncover the root of what caused these issues, while also mitigating problems for participating communities and organizations and returning the platform to expected speed and operation.

As you know, Give Local America 2016 launched at 11 p.m. CDT on May 2nd. Over the course of the evening and early morning, we processed thousands of gifts and millions of dollars. At approximately 9 a.m. CDT, we began to see latency issues. The root cause of the issue now appears to be

- a hardware issue on one of our hosted database nodes,
- which caused a cascading effect, impacting our ability to deliver forms and process donations
- that was further exacerbated by new functionality related to leaderboards, prizes and mobile applications.

The issue did not arise during multiple weeks of high volume testing leading up to the event or in prior events utilizing this same functionality. And, while this is the sequence of events that we see now, we will conduct a full review of this event in greater depth in the coming weeks to discover any other contributing factors.

Risk Mitigation Efforts

We have instituted the following mitigation procedures:

1. Removed the affected hardware from service
2. Reduced leaderboard functionality and focused solely on the ability to serve donation forms

3. Implemented measures to reduce other potential risks

Event totals will be updated manually during the coming hours.

Testing Efforts

You may be thinking: But, didn't you test, test, and test again? Didn't you anticipate the "overwhelming generosity" and load balance? This is not your first rodeo, right?

We have successfully delivered hundreds of similar events totaling over \$250 million, and yes, we tested, tested and tested again at scale. But the testing did not reveal this issue, nor did the issue arise during the first 10 hours of the event.

Security

We want to be clear that we have ruled out security issues. There has been no security breach and all transactions have and are still being securely being processed.

Move Forward Plan

In an effort to continue the giving day, we are running the event through May 4th. While we are not asking for a do-over, we want you to know that we are 100 percent invested in our communities, foundations, nonprofits and all of their donors. We are going to do everything we can to get creative and support your efforts to make this week a success for you. We will work individually with community partners and participating nonprofits to remedy any concerns you may have.