

## Resources

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# [Sendinblue] Your Sendinblue Account

## Ticket details



Support Sendinblue



**Last Response:** 14 days ago

Hello daisuke kubota,

We are writing to inform you that following the review of your account, it appears that your transactional account has been compromised. Our system interpreted some of the activity on your account as fraudulent, thus leading to the suspension of your account pending a manual review.

As an email marketing platform, we are responsible for limiting the potential for abuse from our system. We take this responsibility very seriously and use a number of systems to help us protect recipients from unsolicited emails and other forms of abuse.

Can you please tell us if you are aware of any fraudulent activity on your transactional account?

Please respond to this email with the above information so our support team can assist you further.

We look forward to your response.

Kind regards,

The Sendinblue Team



daisuke kubota

Support

**Last Response:** 4 days ago

Sorry, what mean?

Even if I send a test email, the email does not arrive.

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Prachi V.



**Last Response:** 4 days ago

Hello there,

Thanks for your follow up.

We are contacting you due to the following transactional email alert sent from your Sendinblue account.

Log is here: <https://app-smtp.sendinblue.com/log#8455b2c2-d899-4a3e-bd2c-123d840238a4>

I invite you to consult the following screenshot on your last transactional activity:

Support

# TES SMTP!! ✕

**Details** ▼

**Sent on** Sep 11, 2022 3:30 AM

**From** life analytics

**Reply-to** life analytics

**To** [kevinsitumorang062@hotmail.com](mailto:kevinsitumorang062@hotmail.com)

**Message ID** <202209101830.13479076260@smtp-relay.sendinblue.com>

```
host => smtp-relay.sendinblue.com
port => 587
user => support@lifeanalytics.org
password => rpnN1xXFO76hyZVP
from mail => support@lifeanalytics.org
from name => Life Analytics

SMTP Tested By LaraKiller
```

Could you please clarify if you generated or you have any awareness of the messages that have been sent from your SMTP Platform?

Best Regards,

**Prachi V.** | Customer Experience Advocate

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Support





 sendinblue



daisuke kubota

**Last Response:** 4 days ago

Sorry, no harm done to us.

Please remove the restrictions, I will have a new email later today.



daisuke kubota

**Last Response:** 4 days ago

How do I do this?

Should I change my password?

I didn't send the email you pointed out.



Prachi V.

**Last Response:** 4 days ago



Hello there,

Support

Thanks for your revert.

Please do confirm, if you sent this email ?

Are you able to share, if you noticed any compromise on your account, if you did not send this email ?

Thanks, will wait on your reply you review and reactivate.

**Prachi V.** | Customer Experience Advocate

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 sendinblue

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daisuke kubota

**Last Response:** 2 days ago

Sorry, I am not aware of the issues you pointed out.

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daisuke kubota

**Last Response:** 2 days ago

Support

Please remove the restrictions.

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daisuke kubota

**Last Response:** 2 days ago

I checked the attached image and it looks like we sent an email to kevinstrunorang062@hotmail.com.

Is this perception correct?

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daisuke kubota

**Last Response:** 2 days ago

Are you able to share, if you noticed any compromise on your account, if you did not send this email ?

>sure

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Callum Brodie

**Last Response:** 2 days ago



Hi there,

Support

Thank you for your emails.

Can you please explain the nature of the email? Did you send it?

I look forward to hearing back from you so that we can get this resolved.

Kind regards,

**Callum Brodie** | Customer Experience Representative

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 sendinblue

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daisuke kubota

**Last Response:** 2 days ago

No, we are not sed it.

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Callum Brodie

**Last Response:** 2 days ago



Hi there,

Thank you for confirming this, it appears that your account has been compromised.

Support

You will be prompted to change your password upon login. Once you log on

You will be prompted to change your password upon login. Once you log in, please also activate 2FA. We have changed the API password key for your account to avoid any unwanted access.

You can find your account's SMTP credentials on the following

page: <https://account.sendinblue.com/advanced/api#tab-api-smtp>

Please investigate the incident internally. Here is a list of things you should check:

- Check that your API keys and script have NOT been published on the public mode on "git" platforms.
- Check that no script has been installed on your website by the attacker.
- Check that no malware has been installed on the computer (anti-virus analysis).
- If you have connected the SMTP with a mail client like Thunderbird or outlook, ask the client to start an anti-virus analysis.

We have a article which goes into detail on how this could have happened and what you can do to prevent it from happening again in the future, as seen below:

<https://help.sendinblue.com/hc/en-us/articles/4409685261714-I-think-my-account-has-been-compromised-what-should-I-do->

Finally, please confirm what precautions are you taking to prevent this experience from occurring again?

Kind regards,

**Callum Brodie** | Customer Experience Representative

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 sendinblue

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Support



daisuke kubota

**Last Response:** 2 days ago

I understand.

Could you tell us specifically what kind of measures we should take?

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Callum Brodie

**Last Response:** 1 day ago



Hi there,

Thank you for you response!

All of the information regarding what measures you should take are detailed on my previous email. Can you please give it a good read and then complete the required steps?

I look forward to hearing back from you so that we can get this resolved.

Kind regards,

**Callum Brodie** | Customer Experience Representative

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Support



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