Whitepages

August 22, 2025

We are reaching out to let you know about a recent security incident that may have affected your Whitepages account. While our investigation has found **NO evidence of fraud or identity theft** linked to this incident, we want to share the details, explain what we've done in response, and provide guidance on steps you can take to keep your information secure.

What Happened

On July 19, 2025, our security systems detected an unusual increase in login attempts. We determined that these attempts were part of a "credential stuffing" attack, in which someone used lists of usernames and passwords stolen from other, unrelated websites to try to log in to accounts on our site.

Whitepages was **NOT** the source of the stolen credentials. However, if you used the same username and password for both Whitepages and other sites, your account may have been accessed during this incident.

What Information was Involved and What Are the Potential Consequences?

If someone gained access to your account, they could have viewed:

- Your name and email address
- Your lookup and order history
- Partial payment card information (last 4 digits, card type, expiration date) — full credit card is **NEVER** available via account login.

Additionally, the unauthorized third party may try to further use the credentials to gain access to other accounts on other websites where the same login and password were used.

How We Responded

As soon as we identified the unusual activity, we temporarily disabled access to affected accounts and required password resets. We have also enhanced our threat detection systems and continue to monitor for suspicious activity.

What You Can Do

We recommend resetting your password now by visiting our **password reset page**. Choose a strong, unique password, and avoid reusing passwords across different sites. If you have used the same password for other websites, we suggest updating those as well.

For More Information

If you have any questions, our support team is here for you at **support@whitepages.com**.

We're committed to protecting your information and appreciate your understanding.

Sincerely,
The Whitepages Team