

From: [REDACTED]  
Date: Fri, Apr 28, 2017 at 11:05 AM  
Subject: SVAKOM Siime Eye  
To: [REDACTED]

Dear Deji,

We appreciate that you have raised an issue about our product Siime Eye at FTC. We would like to inform you that we already stopped selling Siime Eye. We have considered your requirement very seriously. We are currently in discussion with our team members about the steps we need to take to recall the product from our distributors and consumers. We have launched new app for Siime Eye in order to make it more secure and it is currently in testing phase. Here are steps we have taken to improve Siime Eye's Privacy:

**1. Wifi feature does not support networking**

Wifi feature of Siime Eye does not support networking, so Siime Eye device cannot connect with Skype or send photos or videos through email. SVAKOM can't record any type of information through Siime Eye.

**2. We recommend users to change default wifi passwords**

We strongly recommend our users to change the default wifi password and this has been mentioned in mobile application interface (for both Android and iOS) and steps about how to change password is given in the User Manual. Recently we have made an announcement on our social media accounts asking users to change their existing password for better privacy.

**3. We will update the App for Siime Eye to make it more secure**

We will soon going to update the App for Siime Eye and provide our users a pop-up window to create a password to access camera of vibrator after they connected to wifi. If they don't create any password, they can't proceed further or access camera of the device. So it will be more secure.

**4. Hardware changes in order to restrict its use on PC/Laptop for better privacy experience**

We will update the hardware of Siime Eye as soon as possible that will completely restrict of its use through PC/Laptop. We will delete the web application that we are currently using to access the camera feature of the device along with all associated files including telnet that could be easily hacked by hackers. The upgraded version of Siime Eye will only be used through Smartphones to ensure the privacy of our users.

The new app for Siime Eye is under Beta testing phase.

Please do let us know if anything unclear.

Kind Regards

# SVAKOM

The world's leader in **Intelligent** intimate lifestyle products

**SVAKOM Design USA Limited**

**Anuj Saroch**

**Digital Marketing Manager**

Customer Service: +1-862-234-9965 customer-service@svakom.net

Facebook: Svakom Design Twitter: Svakom5

web: [www.svakom.net](http://www.svakom.net)