



07/23/2014

Dear Norton/Symantec Customers:

I am the product manager for Symantec Security Response and would like to provide you some insight into recent issues with our products that effected programs from A&L Express Corporation.

Today malware authors are mass-producing attacks and in response to this Symantec has moved beyond using exact matching to identify virus, trojans and other forms of malware. The Norton products use new technologies that identify threats based on characteristics a file has in common with existing malware. While these technologies make us all safer they do mean that a false positive is possible.

Unfortunately this is exactly what happened with files from A&L Express Corporation. We identified as malware multiple files from A&L Express Corporation. Once we became aware of the problem we resolved it and have put safeguards in place to avoid future issues.

Please be assured that we have determined the files from A&L Express Corporation to be perfectly safe and free of malicious threats. We apologize for this mistake and the inconvenience it may have caused.

Symantec and Norton take the issue of false positives very seriously and have multiple safeguards in place to prevent them. If you suspect a false positive it can be reported directly to Symantec via our website [Symantec.com](http://Symantec.com) or through Norton Customer Support.

Regards,

Kevin Haley  
Director, Product Management  
Symantec Security Technology and Response