



NEWS RELEASE

BAG MAKERS RESUMES FULL OPERATIONS FOLLOWING MALWARE ATTACK

Union, IL – Jan. 29, 2020 – BAG MAKERS, Inc., has resumed full operations following a Jan. 13, 2020, malware attack on its IT systems. Most business-critical systems are restored, including phones, email, website, ERP business software, and shipping. Customers can contact the company through normal communication channels for quotes, orders, and order status inquiries.

BAG MAKERS was able to manually process, produce, and ship orders for customers throughout the nine business days it was without many key systems. While systems are now back online, the company is working through the backlog of manually-processed orders that need to be finalized and entered into the electronic system, as well as continuing to process new orders. Customers should anticipate short-term processing and invoicing delays until this backlog is resolved. In addition, while the company is not yet guaranteeing standard production times, it is working hard to maintain established timeframes and will contact customers if there are issues meeting a requested ship date.

“Our IT team and third-party consultants worked tirelessly and around the clock to restore our systems and ensure all systems are now free of the malware,” CEO Maribeth Sandford said. “We are grateful to these dedicated team members for their expertise and problem-solving approach. We also want to thank our entire staff, who implemented creative and smart ways to continue working and keep orders moving for customers despite the challenges we faced. Finally, we want to thank our customers and friends in the industry for the outpouring of support and patience shown as we worked to resolve this difficult situation.”

About BAG MAKERS

BAG MAKERS, Inc. is a *Counselor* Top 40 supplier of non-woven, paper, polyester, plastic, laminated, and mesh bags, as well as ribbon, bows and tissue. Established in 1980, BAG MAKERS offers a collection of more than 100 products to the promotional products industry, as well as complete custom product design services. BAG MAKERS is a Women’s Business Enterprise and is an Accredited Supplier through the Quality Certification Alliance (QCA). www.bagmakersinc.com