

GREENSTACKS LLC · PROPRIETARY & PATENT PENDING

Breach Response Playbook

Print it. Pin it. The night a breach happens, you will not want to be reading this for the first time.

A 24/7 step-by-step guide for licensees of iMagic Shield by GreenStacks LLC.

Step 1 — Kill the Hash Key (under 60 seconds)

- 1 Open <https://stoptheslanderfromposting.lovable.app/portal/login>
- 2 Go to **Billing & Seats** → **Hash Access** and tap the red **Disable / Kill Switch** button.
- 3 Within seconds every webhook event signed with that key will be 403'd. The attacker cannot post, scan, moderate, or interview under your name.

Step 2 — If you cannot sign in

- 1 Open <https://stoptheslanderfromposting.lovable.app/recover-hashkey> — it works 24/7.
- 2 Submit: email on file, last 4 of payment method, Stripe invoice number, and a short description.
- 3 Filing the form fires the same kill switch on our side automatically and captures IP / user-agent / timestamp as forensic evidence.
- 4 Save your reference code from the confirmation screen — you will need it for re-issue.

Step 3 — Open verified Google Chat (do NOT email)

Once you (or our system) have killed the key, sign back into the portal and open **Tech Support**. Use the verified Google Chat link shown there — this is the **ONLY** trusted re-issue channel. Bring your reference code and ID proofs.

Live Support Windows (EST)

- **Daytime team:** Mon–Sat, 10:30 AM–2:30 PM and 6:00 PM–10:00 PM. Closed Sundays and U.S. holidays.
- **Overnight founder coverage:** 11:00 PM–7:00 AM, 7 nights a week. Most scammers strike while you are asleep — the founder personally mans the graveyard shift. Response is first-come, first-served as breaches are triaged in the order received.
- Off-hours daytime submissions are picked up at the next staffed window. Your account stays frozen until then — no further damage is possible.

Identity Verification Required Before Re-Issue

- Email on file for the account

- Last 4 of the payment method used at checkout
- Stripe receipt / invoice number from your welcome email or bank statement
- Short live video confirmation (corporate tiers only)

Only after ALL four match will a new hash key be issued via a ONE-TIME secure redemption link, and the old key permanently revoked.

Anti-Impersonation Rules — Memorize These

- GreenStacks LLC will **NEVER** ask for your hash key, password, full card number, or AI provider API key over email, SMS, social DM, or phone call.
- Never type or paste a hash key into Google Chat, email, or any chat assistant. New keys are delivered **ONLY** through a one-time secure link.
- If anyone contacts you claiming to be us through any other channel, treat it as phishing. Disable the key as a precaution and file the recovery form.

Quick-Reference Links

- **Recovery form (24/7):** <https://stoptheslanderfromposting.lovable.app/recover-hashkey>
- **Client portal:** <https://stoptheslanderfromposting.lovable.app/portal/login>
- **Tech support & verified Google Chat:** <https://stoptheslanderfromposting.lovable.app/portal/support>
- **Email (non-urgent):** owner@greenstacksllc.com

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