



December 22, 2018

Jamal Abdi  
President  
National Iranian American Council  
1629 K Street NW, Suite 503  
Washington, DC 20006

Dear Mr. Abdi:

Thank you for your letter of December 20, 2018 addressed to our CEO, Stewart Butterfield. He has asked me to reply on his behalf because I am the executive in charge of implementing our compliance programs. As you noted, a number of Slack users, including users of Iranian descent residing outside of Iran, had their accounts deactivated in error this week. Our system for applying geolocation information relies on IP addresses, and in the process of updating that system, accounts tied to embargoed countries were deactivated. We only utilize IP addresses to take these actions, and we do not possess information about the nationality or the ethnicity of our users. In implementing that process, some accounts of users not residing in those countries were mistakenly deactivated.

We apologize for implementing our blocks poorly and for our lack of timely communication. We regret that this process impacted people, including in the Iranian-American community, and we are working to reinstate any accounts that were deactivated in error. We are also evaluating the implementation of the procedures we maintain to comply with U.S. sanctions laws and regulations, including the Iranian Transactions and Sanctions Regulations (ITSR), in order to ensure that errors like this do not occur in the future.

Thank you again for calling your concerns to our attention. We welcome your input and appreciate your views on this important topic. We appreciate your offer to help implement an appropriately tailored sanctions compliance program and will reach out to you in the future if we believe you can be of assistance.

Sincerely,

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500 Howard Street, San Francisco, CA 94105