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Re: *Important - Notice of Data Breach*

FKQ Marketing, Inc. (“we” or “FKQ”), greatly respects your privacy, which is why we are writing to make you aware of a data security breach of our electronic systems that resulted in disclosure of certain personal information. Though we currently have no information to indicate your personal information has been used in an unauthorized manner, we are writing to provide information about the incident and steps you can take to inform and protect yourself.

What Happened. On August 23, 2024, FKQ discovered unauthorized access to certain systems in its network. We immediately took steps to secure our network and initiated an investigation into the scope and nature of the incident with the assistance of independent cybersecurity consultants. The investigation revealed that the environment was subject to unauthorized access from August 13, 2024, to August 23, 2024, and the unauthorized actor had the ability to view or acquire certain information during that time. FKQ promptly began a comprehensive review of the data potentially involved to identify individuals whose personal information may have been exposed.

What Information Was Involved? On September 20, 2024, we determined that some of your personal information was contained in the exposed data. The categories of personal information potentially exposed varies for each affected individual and may have included: *name, address, date of birth, and social security number.*

What We Are Doing. We want to assure you that we are taking steps to prevent a similar event in the future, and to otherwise protect the privacy and security of your information. These actions include optimizing network configurations for security by extending multi-factor authentication for all network components, adding 24/7 ransomware and breach prevention services to our existing anti-virus detection tools, and enhancing system monitoring and log reviews. As an added precaution, we are also offering you access to 24 months of credit monitoring and identity theft restoration services at no cost to you. Please review the attached **Steps You Can Take to Help Protect Your Information** for additional information on these services and instructions on how to enroll.

What You Can Do. We encourage you to remain vigilant against instances of identity theft and fraud by reviewing your credit card and other financial accounts for suspicious and/or unauthorized activity, and by monitoring your credit reports for unexplained activity and to detect errors. If you see any unauthorized activity in your financial accounts, promptly contact your financial institution. We also encourage you to review the attached **Steps You Can Take to Help Protect Your Information** and to enroll in the identity protection services we are offering. Please note, we are not permitted to enroll you in these services, so you will need to follow the instructions below to do so.

For More Information. If you have questions regarding this incident, please call our dedicated assistance line at 833-918-1028, toll- free, Monday through Friday, from 8 a.m. to 8 p.m. Central Time (excluding major U.S. holidays). Please be prepared to provide engagement number B132488. You may also write to FKQ Marketing, Inc. We sincerely regret that this incident occurred and apologize for any inconvenience it has caused you.

Linda Fitzsimmons, Office Manager
 FKQ Marketing, Inc.

0000002



Steps You Can Take To Help Protect Your Information

Enroll in Credit Monitoring

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary ##-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by January 31, 2025** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 833-918-1028 by **January 31, 2025**. Be prepared to provide engagement number B132488 as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended "**fraud alert**" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “**credit freeze**” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years (If you have moved in the past five 5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers are advised to promptly change any password or security question and answer or take other appropriate steps to protect any online accounts that might have been accessed by the Consumer on the affected computer systems and also all other online accounts for which the Consumer uses the same user name or email address and password or security question and answer.

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above.

Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For California Residents: This notice has not been delayed by law enforcement. Visit the California Office of Privacy Protection (<http://www.oag.ca.gov/privacy>) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.



For District of Columbia residents, you may contact the D.C. Attorney General's Office to obtain information about steps to take to avoid identity theft: D.C. Attorney General's Office, Office of Consumer Protection, 400 6th Street, NW, Washington DC 20001, (202) 442-9828, www.oag.dc.gov.

For Massachusetts residents, you have the right to obtain a copy of a police report with respect to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For New York residents, you may also contact the following state agencies for information regarding identity theft prevention and protection: New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>; or New York Department of State, Division of Consumer Protection at (800) 697-1220 or visit its website: www.dos.ny.gov/consumer-protection. You may also contact the New York State Police at 866-723-3697 or 1220 Washington Avenue Building 22 Albany, NY 12226-2252 or visit their website at <https://troopers.ny.gov>.

For Pennsylvania residents, if you are not eligible to obtain a free independent credit report from a consumer reporting agency, FKQ will reimburse you for the cost of obtaining one such independent credit report.

For Texas residents, the Texas Attorney General may be contacted at: Capitol Station P.O. Box 12548, Austin, TX 78711-2548, (512)463-2100; and www.texasattorneygeneral.gov.

For All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261. <https://www.consumerfinance.gov/consumer-tools/credit-reports-and-scores/>.

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).