

## NOTICE OF DATA BREACH

Dear [NAME/NAMES],

We are writing to inform you about an incident potentially affecting your personal information. We value our relationship with you and are providing this notice and outlining some steps you may take to help protect yourself.

### **What Happened?**

We recently discovered that the completed and executed documents you provided to Bluegreen Vacations in connection with your purchase of a Bluegreen timeshare interest (CONTRACT NUMBER) were lost in transit by FedEx on or around [DATE]. Although we have no indication that your information has been misused, we are providing you with this notice out of an abundance of caution. We regret that this incident occurred and take the security of personal information seriously. We recommend that you review the information provided in this letter for some steps that you may take to protect yourself against potential misuse of your personal information.

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### **What Information Was Involved?**

The documents, lost by FedEx, include the following information about you: your full name, address, email, phone number, social security numbers, and bank information.

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### **What We Are Doing.**

Bluegreen Vacations takes this event very seriously. After detecting unusual activity, we took immediate steps to identify and contain the situation.

We continue to evaluate additional measures to further enhance our protocols for the protection of your personal information and accounts.

To assist you in protecting yourself against identity theft, we are offering you complimentary identity monitoring services from Kroll for up to eighteen (18) months for each of you. Simply use the activation codes and follow the instructions in the attached documents that outline the services provided by Kroll.

**What You Can Do.**

To prevent any misuse, you should remain vigilant, including by regularly reviewing your financial account statements and monitoring your accounts and credit reports. If you discover any suspicious or unusual activity on your accounts or suspect identity theft or fraud, be sure to report it immediately to your financial institutions.

We also recommend that you obtain and review your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

You may also acquire a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

Equifax

P.O. Box 740241 Atlanta, GA 30374-0241

800-685-1111

[www.equifax.com](http://www.equifax.com)

Experian P.O.

Box 9532 Allen, TX 75013

888-397-3742

[www.experian.com](http://www.experian.com)

TransUnion

P.O. Box 2000 Chester, PA 19016-2000

800-916-8800

[www.transunion.com](http://www.transunion.com)

When you receive your credit reports, look them over carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. And look for personal information, such as the listed home address, that is not accurate. If you see anything you do not understand, call the credit agency at the telephone number on the report. If you do find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

**Other Important Information**

Please be assured that we are committed to helping you protect your personal information. We regret this incident and apologize for any concern it may have caused you.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

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**For More Information**

Please feel free to contact me, by phone, at 865-312-3030 or, via email at [Heather.Shultz@bgvc.com](mailto:Heather.Shultz@bgvc.com).

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Sincerely,

**Heather Shultz**

Senior Director Field Operations & Quality Assurance  
Regional Marketing Sales and Marketing  
Bluegreen Vacations Corporation