



Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

November 15, 2024



M4050-L01-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345  
SAMPLE A SAMPLE - L01 CA FOODS INDIVIDUAL  
APT ABC  
123 ANY STREET  
ANYTOWN, ST 12345-6789



**[Extra1 (CA-Specific Heading)]**

Dear Sample A. Sample:

California Family Foods, LLC (“CFF”) writes to make you aware of an event that may involve some of your personal information. We are providing you notice of the event, steps we are taking in response, and resources available to help you better protect your personal information, should you feel it is appropriate to do so.

**What Happened?** CFF identified unexpected network activity within certain systems in our IT environment. We took steps to secure our systems and began an investigation to confirm the nature and scope of the event. Our investigation determined that an unauthorized person or persons accessed certain IT systems likely between April 21 and May 13, 2024. Based on our investigation, we determined that certain files may have been viewed on or copied from the system by the unauthorized person or persons. We promptly undertook a review to determine which files may have been involved and what data may be present in those files. [Extra2 (WA Statement)] While we were unable to conclusively determine what information was involved, in an abundance of caution, we are notifying you of this event because our review determined that your information may be affected.

**What Information Was Involved?** The information potentially impacted by this incident may differ based upon the information provided to CFF; however, it could include information from an HR record, such as Social Security number, financial account information, medical/health insurance information and/or name. For vendors of CFF, it may also include Social Security number if used as a tax identification number.

**What We Are Doing.** In response to this event, we took steps to secure our system and conduct a detailed investigation. We are reviewing and updating existing policies and procedures relating to data protection and security.

Out of an abundance of caution, CFF is providing you with access to twelve (12) months of complimentary credit monitoring and identity restoration services through Experian, as well as guidance on how to protect your information, should you feel it is appropriate to do so. Although we are covering the cost of these services, due to privacy restrictions, you will need to complete the activation process yourself. More information is available below in the *Steps You Can Take To Help Protect Personal Information* section of this letter.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements along with monitoring your free credit reports for suspicious activity and to detect errors. We also recommend you review the *Steps You Can Take To Help Protect Personal Information* section of this letter and enroll in the offered complimentary identity monitoring services.

**For More Information.** If you have questions about this matter, please call our dedicated assistance line at 1-855-566-2743, Monday through Friday from 8 am – 8 pm Central (excluding major U.S. holidays). You may also write to us directly at: 6550 Struckmeyer Road, Arbuckle, California 95912.

Sincerely,

California Family Foods, LLC

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## STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

### Enroll in Monitoring Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for twelve (12) 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 twelve (12) 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](http://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 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** February 28, 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 1-855-566-2743 by February 28, 2025. Be prepared to provide engagement number B134335 as proof of eligibility for the Identity Restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 12-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 file 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<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** 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.

### Monitor Your Accounts

Under U.S. law, a consumer has the right 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](http://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 placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business must take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they have the right 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 assists with preventing the approval of credit, loans, and services 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, there is no charge to consumers 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;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

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

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348	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	Experian Credit Freeze P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze P.O. Box 160, Woodlyn, PA 19094

#### **Additional Information**

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. Consumers may reach the Federal Trade Commission at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://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 the misuse of their information 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. Consumer should report to law enforcement and the relevant state Attorney General any instances of known or suspected identity theft. Law enforcement has not delayed this notice.

*For North Carolina residents*, the contact information for the North Carolina Attorney General is: 9001 Mail Service Center, Raleigh, NC 27699; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).



