

From: ASOS
To: [REDACTED]
Subject: Important security information regarding your ASOS account
Date: 02 September 2026 10:32:26



ASOS US Sales LLC
97N 10th Street
Brooklyn NY 11249
United States

August 26, 2026

Re: Important security information regarding your ASOS account



We are writing to notify you that a breach of security of your personal information may have occurred on July 28, 2026 at ASOS US Sales LLC, an affiliate of ASOS.com Limited. You should stay vigilant in monitoring your payment account activity and statements for fraudulent or suspicious activity. This letter provides information on key resources available to you.

Under Massachusetts law, you have the right to obtain any police report filed in regard 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.

The three major credit reporting bureaus, Equifax, Experian, and TransUnion, provide free services that may assist you. Under federal law, you are entitled to one free credit report annually from each of them. A free credit report lets you check whether:

- Someone has opened accounts or taken loans in your name;
- There are unfamiliar credit cards, addresses, or searches on your file;
- Your personal details are being used fraudulently; and/or
- Your credit score or history has changed unexpectedly.

To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting

agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

www.equifax.com/personal/credit-report-services

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

www.experian.com/freeze/center.html

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

www.transunion.com/credit-freeze

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. 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; and/or
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.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail,

through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

Please know that ASOS takes your privacy seriously and regrets any inconvenience caused by this incident. If you have any questions about this incident or we can help you in any way, please reach out to us at:

ASOS US Sales LLC
97N 10th Street, Brooklyn, NY 11249, United States
www.asos.com/us/customer-care/get-in-touch

Yours sincerely,
ASOS Fraud Prevention Team

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