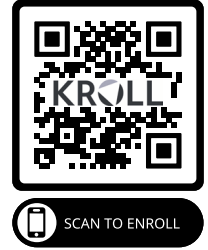




<<Return to Kroll>>  
<<Return Address>>  
<<City, State ZIP>>

<<FIRST\_NAME>> <<MIDDLE\_NAME>> <<LAST\_NAME>> <<SUFFIX>>  
<<ADDRESS\_1>>  
<<ADDRESS\_2>>  
<<CITY>>, <<STATE\_PROVINCE>> <<POSTAL\_CODE>>  
<<COUNTRY>>



<<Date>> (Format: Month Day, Year)

Dear <<First\_name>> <<Last\_name>>,

On behalf of Too Good To Go, I am writing to inform you about a recent incident that involved personal information about you. 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 steps that you may take to protect against potential misuse of personal information. As a precaution, we have arranged for you, at your option, to enroll in a complimentary 24-month identity monitoring service, provided by Kroll. Your identity monitoring services include credit monitoring, fraud consultation, and identity restoration services as described on the final page of this letter. For more information about Kroll and your identity monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

Visit <https://enroll.krollmonitoring.com> or call (844) 403-4598 to activate and take advantage of your identity monitoring services.

You have until <<b2b\_text\_6 (activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s\_n>>

This code is unique for your use and should not be shared.

In addition, we recommend that you remain vigilant, including by regularly reviewing your account statements 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. You also may contact the Federal Trade Commission ("FTC") or law enforcement to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's Web site, at <http://www.ftc.gov/idtheft/>, or call the FTC, at (877) IDTHEFT (438-4338).

You may periodically obtain credit reports from each nationwide credit reporting agency. If you identify information on your credit report resulting from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. In addition, under federal law, you are entitled to one free copy every 12 months of your credit report from each of the three major credit reporting companies. You may obtain a free copy of your credit report by going on the Internet to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You may contact the nationwide credit reporting agencies as indicated below:

Equifax  
(800) 685-1111  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.Equifax.com](http://www.Equifax.com)

Experian  
(888) 397-3742  
P.O. Box 9701  
Allen, TX 75013  
[www.Experian.com](http://www.Experian.com)

TransUnion  
(800) 680-7289  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.TransUnion.com](http://www.TransUnion.com)

In addition, you can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to obtain credit in your name because it tells creditors to follow certain procedures to verify your identity. You may place a fraud alert in your file by calling any of the nationwide credit reporting agencies. As soon as that agency processes your fraud alert, it is required to notify the other two credit reporting agencies, which then must also place fraud alerts in your file.

Under Massachusetts law, you have the right to obtain a police report 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.

You also have a right to place a security freeze on your credit report. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Please be aware, however, 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, mortgages, employment, housing or other services.

There is no charge to place, lift or remove a security freeze. To place a security freeze on your credit report, you may contact each of the three credit reporting agencies listed above.

In order to request a security freeze, you will need to provide certain information, such as:

- (1) your full name;
- (2) Social Security number;
- (3) date of birth;
- (4) your prior addresses if you have moved in the past several years;
- (5) proof of current address (e.g., a current utility bill or telephone bill); and
- (6) a copy of a government-issued identification card (e.g., driver's license).

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report if a request is made by mail, and one (1) day after making a request by phone or online. The credit reporting agencies must also send written confirmation to you within five (5) business days and provide you with a unique PIN or password that you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity access to your credit report, you must send a request to the credit reporting agencies by mail, telephone or online and include proper identification (e.g., your name, address and Social Security number) **and** the PIN or password provided to you when you placed the security freeze, as well as the identities of the entity you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for the identified entity or for the specified period of time if requested by mail, and one (1) hour to lift the freeze after a request by phone or online.

To remove the security freeze, you must send a request to each of the three credit reporting agencies by mail, telephone or online and include proper identification (e.g., name, address and Social Security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit reporting agencies have three (3) business days after receiving your request to remove the security freeze if requested by mail, and one (1) hour to remove the freeze after a request by phone or online.

We have established a dedicated call center operated by Kroll to address questions that you may have and to assist you with signing up for the monitoring services described above. You can contact the call center at (844) 403-4598. The call center is staffed Monday through Friday, from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have membership number ready. We apologize for the inconvenience and concern this incident may have caused.

Sincerely,



Chris MacAulay  
Country Director, US



## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.