



Global Imports  
 Return Mail Processing Center  
 PO Box 6336  
 Portland, OR 97228-6336

# 14236

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 <<City>><<State>><<Zip>>  
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<<Date>>

Dear <<Name1>>:

I am writing to inform you about an incident that may have impacted some of your personal information. A&A Global Imports values its customers' privacy, and sincerely regrets any inconvenience this incident may cause. We are sending you this notice to explain what information was affected, what measures we have taken, and some steps you can take in response to the incident.

**What Information Was Involved?**

We have determined that information you provided to us through our website at various points in time, including from August 15, 2017 to January 4, 2019, may have been compromised during a data incident. This information may have included your name, phone number, username, password, address, and, in some instances, credit card number, expiration date, and CVV code. The information such as your Social Security Number, driver's license number, state identification number, health information, or any other financial information was not impacted.

**What Are We Doing?**

Upon learning about the incident we coordinated with law enforcement and worked with a leading computer forensic and security firm to investigate the incident. We have removed the identified unauthorized code from the website and have worked to strengthen our website security to prevent this type of incident from happening in the future. We also migrated our website to an entirely new platform. While law enforcement was involved, this notice was not delayed at the request of a law enforcement agency or as a result of a law enforcement investigation.

***Free fraud detection and identity theft protection.*** Though we have no evidence to suggest your personal information has been misused, as a precautionary measure, we have arranged for you to receive **12 months of free** fraud detection and identity theft protection through Experian's IdentityWorks program. This service includes identity restoration services to help you address fraud, a free credit report, active credit monitoring to detect suspicious activity, dark web scanning, and a \$1 million identity theft insurance policy, including coverage of unauthorized electronic fund transfers from your bank account.

To offer added protection, you will receive IdentityWorks ExtendCARE, which will provide you with fraud resolution support even after your IdentityWorks membership has expired. With ExtendCARE you will have access to a dedicated Identity Restoration agent who will walk you through the process of fraud resolution from start to finish. This specialist will also investigate each incident of fraud, help you in contacting credit grantors to dispute charges and close accounts, and assist you with freezing credit files (if desired).

Again, this protection is being offered at **no cost** to you for 12 months. To take advantage of these free services, you can enroll by calling Experian at (877) 890-9332 or visiting their website at [www.experianidworks.com/credit](http://www.experianidworks.com/credit), and providing them with the following **Activation Code** <<Enrollment Code>>. You have until <<Enrollment Deadline>> to register and enroll. If you have questions or need assistance with enrolling, please call (877) 890-9332 and provide the following **Engagement #**: <<Engagement Number>>. Enrolling in this service does not affect your credit score.

### **What You Can Do**

Again, we take very seriously the security and privacy of your information, and want to make sure you have the information you need so that you can take steps to help protect your personal information. At the end of this letter, we have provided you with additional information regarding steps you can take to further protect yourself and your information. We encourage you review that additional information.

### **For More Information**

A&A Global has setup a dedicated call center to answer questions regarding this incident. If you have any questions about the incident or this notice please call 888-724-0248 between 6:00 a.m. and 6:00 p.m. Pacific Time, Monday through Friday.

We deeply regret the inconvenience or concern that this incident might cause you.

Sincerely,



David Aryan  
Chief Executive Officer

## **Additional Steps You Can Take To Protect Yourself**

As always, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained.

You may want to contact the three U.S. credit reporting agencies to report the incident and request a credit report:

Equifax  
P.O. Box 740241  
Atlanta, GA 30374  
(866) 349-5191  
www.equifax.com

Experian  
P.O. Box 4500  
Allen, TX 75013  
(888) 397-3742  
www.experian.com

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
(888) 909-8872  
www.transunion.com

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. If you suspect any identity theft has occurred, you may also contact the Federal Trade Commission by calling (877) 438-4338 or online at [www.ftc.gov](http://www.ftc.gov). The FTC is located at 600 Pennsylvania Avenue, NW Washington, DC 20580.

**Credit Report:** You can request a free credit report once a year at [www.annualcreditreport.com](http://www.annualcreditreport.com), calling 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348.

**Fraud Alert:** To protect yourself from possible identity theft you can place a fraud alert on your credit file. A credit alert informs creditors to follow certain procedures before establishing any accounts in your name. It may also delay your ability to obtain credit. You may place a fraud alert on your file by contacting the consumer reporting agencies listed above. To place an alert you may be asked to provide the consumer reporting agency with information that identifies you, including your Social Security number.

**Security Freeze:** You may also want to have a security freeze placed on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, loan, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze on your credit file, you must send a written request to each of the three national consumer reporting agencies listed above by regular, certified or overnight mail. In order to request a security freeze, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
- Proof of current address such as a current utility bill or telephone bill;
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
- 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;
- If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only).