

14698



Bumblebee Batteries, LLC  
200 NE Victory Ave, Unit D  
Gresham, OR 97030

March 7, 2019

[Customer Name]  
[Customer Address]

### NOTICE OF DATA BREACH

Dear [Customer Name],

At Bumblebee Batteries we are grateful for our customers. Whether you are driving a hybrid for fuel efficiency, low emissions, value, or the health of the planet, we appreciate the opportunity to help you stay on the road. So we are disappointed to have to tell you that our website recently was the victim of a cyber attack, and customer information, including payment card information, may have been stolen.

#### What Happened?

Bumblebee Batteries works with a web hosting company that designs and maintains our website. In February 2019 our hosting company informed us that they found malicious code implanted on the Bumblebee Batteries website by an unknown third party.

#### What Information Was Involved?

The hosting company determined that the malicious code was implanted on or near July 25, 2018. The code appears intended to copy information entered on the website by customers, including payment card information used to make purchases. This includes:

- Customer name, address, email address, telephone number, and payment card information.
- Indirectly, the type of car for which you bought a battery.

Our web hosting company removed the code by February 5, 2019. Out of caution, we are notifying all customers who made purchases via our website between July 1, 2018, and February 5, 2019.

#### What We Are Doing.

Our website vendor has removed the malicious code and is performing a series of additional audits and upgrades to detect and prevent future attacks like this. Because we value your business, Bumblebee Batteries is providing you a one-year extension to the warranty on the battery you purchased. Please keep the enclosed certificate as evidence of this warranty extension.

#### What You Can Do.

Please keep an eye on the account that you used to purchase your replacement hybrid battery, and report anything unusual to your bank or credit card company promptly. You may wish to ask your bank or credit card company to issue a new card with a different number. This only affects the payment card that you used to make your purchase from us. We are also attaching a sheet of general information about preventing identity theft.

#### For More Information.

If you have any other questions about this incident or need more information, please call us toll-free at 1-888-968-5005.

Sincerely,

Elisha Pruett, President  
Bumblebee Batteries, LLC

## Steps That You Can Take to Further Protect Your Information

### Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

It's a good idea to remain vigilant by regularly reviewing 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 also should promptly report any fraudulent activity or any suspected identity theft to law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC). In some instances it will be helpful to have filed a police report in order to have a financial institution cancel fraudulent charges and accounts. For more information from the FTC about protecting yourself from identity theft, visit [ftc.gov/idtheft](http://ftc.gov/idtheft). For information on identity theft recovery, visit [IdentityTheft.gov](http://IdentityTheft.gov). You can also call the FTC at 1-877-ID-THEFT (877-438-4338).

### Obtaining Your Free Credit Report

You can obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 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

You can access the request form at:

<https://www.annualcreditreport.com/requestReport/requestForm.action>.

### Credit Reporting Agencies

You can also purchase a copy of your credit report from the three national credit reporting agencies. They can also provide you with information about fraud alerts and security freezes that will affect the ability to open new accounts. Contact information for the three national credit reporting agencies is below:

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

Experian  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 4500  
Allen, TX 75013

TransUnion  
(800) 888-4213  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 1000  
Chester, PA 19016

### Take Advantage of Additional Free Resources on Identity Theft

The Federal Trade Commission provides useful information on how to avoid and recover from identity theft. For more information, please visit [ftc.gov/idtheft](http://ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338).