

Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<First Name>><<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

Dear <<First Name>>:

Thank you for being a James Perse customer. We are contacting you to inform you of a recent unauthorized access of certain customer information as reported to us by one of our service providers. The date range for the incident appears to be between February 9th, 2019 and February 21st, 2018.

### **WHAT ARE WE DOING**

In response to the notification from our service provider of the incident, we promptly engaged an outside forensic investigation specialist to conduct an investigation to determine the scope of the incident, and to confirm that the security and integrity of our online and mobile stores has been restored. We have also taken additional steps to help make our online and mobile sites safe, including resetting credentials to prevent unauthorized account access, and establishing enhanced system monitoring and alerts to protect against recurrence.

We are also offering you one year of **free** credit monitoring services through Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### **Activate IdentityWorks Credit 3B in Three Easy Steps**

1. ENROLL by: <<Enrollment deadline>> (Your code will not work after this date.)
2. Visit the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: <<Activation Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number <<Engagement number>> as proof of eligibility for the identity restoration services by Experian.

### **WHAT YOU CAN DO**

In addition to reviewing the items discussed below, we encourage you to remain vigilant and review your account statements. We also encourage you to be especially aware of email, telephone or other types of messaging scams that ask for personal or sensitive information. We will not contact you in any way, including by email, asking for credit card numbers, social security numbers or national identity numbers. If you are asked for this information, you can be confident James Perse is not the requesting entity.

### **OTHER IMPORTANT INFORMATION**

Please consider the following additional information:

- You may wish to visit the website of the U.S. Federal Trade Commission at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or reach the FTC at 877-382-4357 or 600 Pennsylvania Avenue, NW, Washington, DC 20580 for further information about how to protect yourself from identity theft. Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, and the FTC.

- You may have the right to obtain any police report filed related to this intrusion, and to file a police report and obtain a copy of it if you are the victim of identity theft.
- U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free 877-322-8228.
- You can request information regarding “fraud alerts” and “security freezes” from the three major U.S. credit bureaus listed below. At no charge, if you are a U.S. resident, you can have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. This service can make it more difficult for someone to get credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it also may delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. A “security freeze” generally prohibits the credit reporting agency from releasing your credit report or any information from it without your written authorization. You should be aware that placing a security freeze on your credit account may delay or interfere with the timely approval of any requests that you make for new loans, credit, mortgages, or other services. Unlike fraud alerts, to obtain a security freeze, which is free of charge, you must send a written request to each of the three major reporting agencies and you may be required to provide information such as your: (1) name; (2) Social Security number; (3) date of birth; (4) current address; (5) addresses over the past five years; (6) proof of current address; (7) copy of government identification; and (8) any police/investigative report or complaint. Should you wish to place a fraud alert or a security freeze, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.
  - Experian: 888-397-3742; [www.experian.com](http://www.experian.com); P.O. Box 9554, Allen, TX 75013
  - Equifax: 800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 105788, Atlanta, GA 30348
  - TransUnion: 800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000

Please note that although James Perse is offering to provide identity credit monitoring services for one year free of charge via Experian IdentityWorks<sup>SM</sup> Credit 3B, the consumer reporting agencies listed above may require fees for their services.

#### **FOR MORE INFORMATION**

If you have further questions or concerns, please contact us via email at [assistance@jamesperse.com](mailto:assistance@jamesperse.com), or via phone at 866-466-0668 (Toll free) or 424-216-7070.

Sincerely,

James Perse Customer Service

**Additional details regarding your 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3b  
Membership:**

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud. Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.**

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.