

14809



**SIERRA**  
**WIRELESS**

<<FirstName>> <<LastName>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

<<Date>>

Dear <<<NAME>>>

**Notice of Data Security Incident**

We are writing to inform you of a data security incident that may have exposed some of your personal information. Based on our current review, we have no indication that any information has been used inappropriately, but out of an abundance of caution, we wanted to provide recommendations on steps you can take to help protect your information.

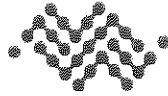
**What We Are Doing**

We take the privacy and security of your personal information very seriously. We conducted a thorough investigation of the incident, which allowed us to identify the cause of the incident and contain it. To help prevent a similar type of incident from occurring in the future, we have implemented additional security measures designed to protect your information.

**What You Can Do**

As a precaution, there are several steps listed below that may help to guard against fraud or identity theft:

- **Enrollment in Identity Protection Services.** We have engaged Experian to offer you complimentary fraud resolution and detection services for one year. These services assist you if there has been a fraudulent use of your information, and provide you with tools to detect possible misuse of your information. Please see the attached exhibit for information on the Experian services, including instructions on how to enroll. If you wish to enroll, you need to do so by **June 30, 2019**.
- **Review of Financial Accounts and Credit Reports.** You can carefully review your bank account statements and credit reports for suspicious activity, accounts you did not open, or inquiries from creditors you did not initiate. You should remain vigilant and continue to monitor your bank statements for unusual activity going forward. If you see anything you do not understand on your credit report, call the credit agency immediately. If you find any suspicious activity on your bank statements or credit reports, inform your bank, call your local police or sheriff's office, and file a police report for identity theft and get a copy of it. You may need to give copies of the police report to creditors to clear up your records. If you believe there has been fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, you can also reach out to an Experian agent. See the attached exhibit for additional details on the services provided by Experian.
- **Obtaining A Police Report.** You have the right to obtain any police report filed in the United States in regard to this incident. You also have the right to file a police report about this incident.



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- **Additional Actions.** 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.

**For More Information**

We understand that you may be concerned about this matter, and we sincerely regret that this incident occurred. For more information, or if you have questions or need additional information, please contact <Contact Phone Number> or write to us at <address>.

Sincerely,

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David McLennan  
Chief Financial Officer



### Experian Services

We have engaged Experian to offer you complimentary fraud resolution and detection services for one year.

These services consist of:

- Identity Restoration Assistance, which assists you if there has been a fraudulent use of your information; and
- Experian IdentityWorks, which provides you with credit monitoring tools to detect possible misuse of your personal information.

If you wish to use Experian IdentityWorks, you need to enroll by **June 30, 2019**. Advance enrolment is not required for Identity Restoration Assistance.

#### **Identity Restoration Assistance**

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this offer is available to you for 12 months from the date of this letter and does not require any action on your part at this time.

The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

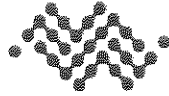
#### **Experian IdentityWorks**

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks<sup>SM</sup> as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. The features of Experian IdentityWorks are described in more detail below.

To start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **June 30, 2019** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: [www.ExperianIdWorks.com/credit](http://www.ExperianIdWorks.com/credit)
- Provide your activation code: <<code>>

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by June 30, 2019. Be prepared to provide engagement number DB11440 as proof of eligibility for the identity restoration services by Experian. A credit card is not required for enrollment in Experian IdentityWorks.



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You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related 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.

\* 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

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