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

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Subject: Data Security Incident

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

We are writing to inform you of a data security incident that occurred between March 13, 2019 and March 14, 2019, and may have involved your payment card information. We are writing to both inform you of the incident and to advise you about certain steps that you can take to protect your personal information.

Under Massachusetts law, you have the right to obtain any police report filed in connection with a data security 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 may also place a security freeze on your credit report, free of charge. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware 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, credit, mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift or remove a security freeze.

To place a security freeze on your credit report, you must contact each of the three major consumer reporting agencies listed below. You can request a security freeze by mailing a written request, calling the toll-free number, or logging on to the website of each agency using the contact information below:

Experian Security Freeze
P.O. Box 9554, Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

Equifax Security Freeze
P.O. Box 105788, Atlanta, GA 30348
1- 800-349-996
<https://my.equifax.com/consumer-registration>

TransUnion Security Freeze
P.O. Box 160, Woodlyn, PA 19094
1-888-909-8872
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information, depending on whether you request the freeze by mail, by phone, or online:

1. Your full name and any suffixes;
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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.

The consumer reporting agencies have up to three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must contact each of the consumer reporting agencies by mail, telephone, or through their website (using the contact information listed above) and provide proper identification (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 those entities or individuals you would like to receive your credit report. Alternatively, you can temporarily lift a security freeze for a designated period of time, rather than for a specific entity/individual, using the same contact information above. The consumer reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must contact each of the consumer reporting agencies by mail, telephone, or through their website (using the contact information listed above) and provide proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at www.annualcreditreport.com or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. If you see anything that you do not understand, or that looks suspicious, you should call the bank that issued the credit or debit card immediately. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

Consumer Response Center, Federal Trade Commission

600 Pennsylvania Avenue, NW, Washington, D.C. 20580,

1-877-IDTHEFT (438-4338)

www.ftc.gov/bcp/edu/microsites/idtheft

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide Fraud Consultation and Identity Theft Restoration, at no cost to you, for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your Membership Number is: <<Member ID>>

Additional information describing your services is included with this letter.

If you have questions, please call our dedicated call center at 1-866-775-4209, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Protecting your information is important to us. Thank you for your loyalty to AutoPets and your patience through this incident. Please accept our sincere apologies for any worry or inconvenience this may cause you.

Sincerely,



Brad Baxter, President

TAKE ADVANTAGE OF FRAUD CONSULTATION AND IDENTITY THEFT RESTORATION SERVICES

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

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 will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.