

July 11, 2019

**Notice of Data Security Incident**

Dear [First Name]>> <<[Last Name],

We are writing to notify you of an incident that occurred on June 21, 2019, which may have affected certain of your personal information, including your name, bank account number and routing number.

Upon becoming aware of the incident on July 2, we promptly launched an internal investigation. At this time, we have received no indication that your information has been misused. As a precaution, we are providing access to 24 months of credit monitoring and identity protection services at no cost to you, through Experian. Experian's services include: 24 months of credit monitoring, and identity theft recovery services.

We encourage you to contact Experian with any questions and to enroll in the free credit monitoring and identity protection services by calling Experian at 877-890-9332 or going to <https://www.experianidworks.com/credit> and using the Enrollment Code \_\_\_\_\_. Be prepared to provide engagement number **DB13472** as proof of eligibility for the identity restoration services by Experian. Please note the deadline to enroll is **October 31, 2019**.

We take very seriously the security of the personal information that our employees entrust into our care and regret any inconvenience caused by this incident. Working to ensure that this does not happen again is one of our highest priorities. If you have any questions regarding this matter, please call (857) 317-5960 and we will assist you.

Sincerely,

Andy Stewart  
President, Primark US

(Enclosure)

### Additional Information.

#### Your Rights under Massachusetts Law

Under Massachusetts law, you have the right to obtain any police report filed 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.

**How to Obtain a Security Freeze on Your Credit Report:** We also suggest that you consider contacting one of the major credit bureaus listed below to place a fraud alert or security freeze on your credit reports:

**Equifax**  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**  
(888) 397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
(800) 680-7289  
[www.transunion.com](http://www.transunion.com)

Massachusetts law allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit 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.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, each credit reporting agency may charge you up to \$5.00 to place, temporarily lift, or permanently remove a security freeze. To place a security freeze on your credit report, you must send a written request via regular, certified, or overnight mail to each of the three major consumer reporting agencies above.

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
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. 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; and
8. 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). Do not send cash through the mail.

The credit reporting agencies have 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number 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 or the specific period of time you want the credit report available. The credit 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 send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

**Learn More About Identity Theft:** If you want to learn more about how to avoid identity theft, please visit the U.S. government's identity theft information website, <http://www.consumer.gov/idtheft>. You can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-438-4338) or via mail at: Federal Trade Commission - Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.