

15919

NORDSTROM

October 18, 2019



Dear [REDACTED]

We value the trust you as a customer put in Nordstrom and we appreciate the goodwill you extend us when you choose to shop with us. We work hard every day to continue to earn that trust and your business. We know you expect personal information you share with Nordstrom to be secure, and we take that responsibility seriously. We write today to let you know a customer service agent may have improperly handled your credit card information.

What Happened

We learned on October 10, 2019, that an employee of one of our service providers may have improperly handled your credit card information. We do not have evidence that your credit card was fraudulently used. We are investigating the matter and the customer service agent involved no longer provides us services.

What Information Was Involved

Information that may have been affected includes your name, address, and credit card number.

What You Can Do

Please check your credit card accounts and report any unauthorized activity to your credit card company.

It's also prudent to monitor your credit report. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. You also may request a free security freeze, also known as credit freeze, to restrict access to your credit file. To order your free credit report or security freeze, or for information about protecting your credit, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You also have a right to obtain a police report for this incident.

Please accept our sincere apology for any inconvenience this situation has caused. At Nordstrom, customer service is our highest priority and your trust is extremely important to us.

Please feel free to contact us at (319) 846-4999 with any questions or concerns regarding this incident.

Sincerely,

NORDSTROM | Customer CARE & Fraud | Vice President