

Fix My Blinds  
615 Conrad St.  
Colorado Springs, CO 80915

15923

[Customer Address]

[date]

Re: Notice of Data Loss

Dear Customer,

We are writing to notify you that a breach of security and unauthorized acquisition of privacy data was determined on August 14, 2019 at the ecommerce site [www.fixmyblinds.com](http://www.fixmyblinds.com).

Fix My Blinds determined a duty existed under Massachusetts law to notify you of the loss of privacy. Additionally, 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.

You may also place a security freeze on your credit reports, free of charge. 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

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

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

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services>

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

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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
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 credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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 make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including 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. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) 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 make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide 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 between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

#### **ATTORNEY GENERAL INFORMATION:**

Massachusetts law prohibits the disclosure to consumers of the nature of the data security incident, but requires that that detail be reported to the Massachusetts Attorney General. You may contact the Attorney General to seek additional information, if any, that they may provide:

Massachusetts Office of the Attorney General  
Consumer Protection Division  
Attn: Data Breach Notification  
One Ashburton Place  
Boston, MA 02108 Tel: (617) 727-2200

**What We Are Doing:**

FIX MY BLINDS deactivated features associated with the compromise. FIX MY BLINDS followed the advice of the incident response team throughout the forensics investigation and proceeded to mitigate the vulnerabilities and potential attack vectors identified by the team.

Other descriptions of efforts implemented by FIX MY BLINDS are contained in the Notification provided to the Attorney General under Massachusetts law.

**What You Can Do:**

FIX MY BLINDS recommends that passwords be changed for users with a profile with FIX MY BLINDS.

You should use security software and run scans on your computer. Many computers and smartphones have security software installed, and both free and subscription-based programs are available for download from the Internet.

You can also find out more about rights, resources, and how to protect against potential identity theft and fraud in the enclosed *Steps You Can Take to Better Protect Your Information*.

If you have additional questions about this notification of the incident(s), you may contact:

FMB Inquiries Service  
[inquiry@fmbinquiries.com](mailto:inquiry@fmbinquiries.com)  
800-326-5022

**More Information:**

Once alerted about a loss of privacy, it is generally recommended to remain vigilant about monitoring financial and credit card statements, credit score and credit reports, and to be vigilant concerning potential identity theft. Suspected incidents of identity theft or fraud may be reported to local law enforcement or the state attorney general. You are generally entitled to a copy of a police report, once reported.

Additional useful resources and services to educate yourself and request assistance include:

- The Consumer Financial Protection Bureau –  
<http://www.consumerfinance.gov/askcfpb/1243/what-identity-theft.html>
- Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261
- Internet Crime Complaint Center (IC3), Federal Bureau of Investigation, <https://www.ic3.gov/default.aspx>
- Your state attorney general office may have additional resources or provide assistance.
- Commercial credit monitoring services are available and generally require a paid subscription. Your bank may also monitor your account and your credit card, and often there is no cost for this service for a limited time. Check with your bank or card issuer.