

# Uber

C/O ID Experts  
PO Box 4219  
Everett WA 98204

ENDORSE



NAME

ADDRESS1

ADDRESS2

CSZ

COUNTRY



SEQ  
CODE 2D  
Ver2MA

BREAK

15953

October 25, 2019

Dear <<First Name>> <<Last Name>>,

We are writing to let you know that we mistakenly provided your information (including your name and driver's license number) to the Massachusetts Department of Public Utilities (DPU), the state agency that regulates rideshare drivers in Massachusetts. As the rideshare regulator, the DPU also handles background checks for Massachusetts rideshare drivers. Your information was inadvertently included in a queue for a Massachusetts background check at a time when we did not need the agency to run a background check on you.

If you have not received a recent notice from Massachusetts about a background check, we do not believe that the agency ran a background check using your information. However, if you did recently receive a notice that your Massachusetts background check has been completed, this is why.

This happened on August 20-21, 2019, and the issue was quickly discovered and remediated. We also have put in place additional safeguards for this step in our background check process. Massachusetts state agencies are required by law to have reasonable security measures in place to protect your personal information. We have no reason to believe that this incident will affect you going forward.

Although we have no reason to believe that this incident raises any risk to you or will result in any misuse of your information, we are required by law to provide the enclosed information to you because of the disclosure of your information to the Massachusetts agency.

If you have any questions about this, please call us at 1-800-593-7069.

Sincerely,

Ruby A. Zefo  
Chief Privacy Officer

***Although we have no reason to believe that this incident raises any risk to you or will result in any misuse of your information, we are required by law to provide the below information to you.***

### **Tips on Preventing or Addressing Identity Theft**

Under federal law, you are entitled to obtain one free copy of your credit report every twelve months from each of the nationwide consumer reporting agencies. You can obtain a free copy of your credit report from each agency by calling 1-877-322-8228 or visiting [www.annualcreditreport.com](http://www.annualcreditreport.com). If you discover information on your credit report arising from a fraudulent transaction, you may request that the credit reporting agency delete that information from your credit report file.

You may also consider contacting the credit reporting agencies directly if you wish to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account but might also delay any requests you might make for new accounts. You may contact the nationwide credit reporting agencies at the following numbers to place a security freeze to restrict access to your credit report:

- Equifax: 800-349-9960; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9554, Allen, TX 75013
- TransUnion: 888-909-8872; [transunion.com](http://transunion.com); Fraud Victim Assistance, P.O. Box 2000, Chester, PA 19022-2000

You will need to supply your name, address, date of birth, Social Security number, and other personal information. The agencies are not permitted to charge you for placing or lifting a freeze. Each credit reporting agency will confirm your request with a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.

To report incidents of fraud and identity theft, you can contact the Federal Trade Commission (FTC) at 1-877-ID-THEFT or through their website at <http://identitytheft.gov>. You can also contact local law enforcement or your state's attorney general.

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.