

[Company Logo]

SmartBear Software  
450 Artisan Way  
Somerville, MA 02145  
(617) 684-2600  
Privacy@SmartBear.com

16121

[Date]

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]

Dear [Insert customer name]:

We are contacting you regarding a data security incident that has occurred on March 20, 2019 SmartBear. This incident may have involved your name, email address, Social Security Number, bank or other account information, including CVV number, medical information, and other identifying information that may have been stolen. While we have observed no indication that your personal information has been misused, because your personal information may have been potentially exposed to others, we are notifying you out of an abundance of caution. Please be assured that we have taken every step necessary to address the incident.

#### **WHAT HAPPENED?**

On March 20, 2019, SmartBear experienced a phishing attack that affected four of its employees' email inboxes. We immediately began investigating the incident and were able to quickly stop and remediate the intrusion and reset the passwords for the affected inboxes.

As part of our due diligence in investigating the matter, we hired a leading forensic firm to analyze the contents of the inboxes to determine the types of data that may have been stored in them. After a review of more than 40,000 emails, we discovered that some personal information may have been exposed, including personal information about you.

#### **WHAT INFORMATION WAS INVOLVED?**

The information about you that may have been exposed includes:

- Name and email address
- Social Security number
- Bank or other account information, including CVV number
- Medical information
- Other personal information

#### **WHAT WE ARE DOING?**

Please be assured that we take this matter seriously and continue to take all necessary steps necessary to secure the personal information that we may hold about you. As noted above, upon discovery of the breach, we took immediate steps to secure the email inboxes and to increase the security of personal information processed by SmartBear. Finally, we are working diligently through an action plan to further enhance our enterprise security measures, including implementing additional measures to prevent phishing attacks, increasing training and putting in place advanced IT tools to prevent data loss.

#### **WHAT YOU CAN DO**

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this offer is available to you for 24 months from the date of this letter and does not require any action on your part at this time.

The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary 24 month membership. This product provides you with superior identity detection and resolution of identity theft. To help you address your concerns, SmartBear is offering you one year of IdentityWorks. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: [date]** (Your code will not work after this date.)
- **Visit the Experian IdentityWorks website to enroll:[URL]**
- Provide your **activation code: [code]**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by February 28, 2020. Be prepared to provide engagement number DB16450 as proof of eligibility for the identity restoration services by Experian.

#### **Additional details regarding your 24-MONTH EXPERIAN IDENTITYWORKS Membership:**

A credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*

- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

In addition to enrolling in a credit monitoring service, we recommend taking the following steps:

- Remain vigilant about reviewing your financial accounts and monitoring free credit reports to detect any suspicious activity.
- You may obtain a free copy of your credit report every twenty-four months from each of the credit agencies, which can be contacted as follows:
  - Experian: P.O. Box 9532, Allen, TX 75013, (888) 397-3742 or [www.experian.com](http://www.experian.com)
  - TransUnion: P.O. Box 1000, Chester, PA 19022, (800) 888-4213 or [www.transunion.com](http://www.transunion.com)
  - Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, (800) 685-1111 or [www.equifax.com](http://www.equifax.com)
- Consider placing a fraud alert or security freeze on your account with the credit agencies
- Contact the Federal Trade Commission ("FTC") Consumer Response Center for further information on fraud alerts and security freezes at 600 Pennsylvania Avenue, NW, Washington, DC 20580, by calling (877) IDTHEFT (438-4338), or through their website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).
- 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
- Report any suspected identity theft to law enforcement, including the FTC.

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.

**FOR MORE INFORMATION**

On behalf of SmartBear, we regret this incident and apologize for any concern or inconvenience it may cause. If you have any additional questions, please contact [privacy@smartbear.com](mailto:privacy@smartbear.com).

Sincerely,

SMARTBEAR SOFTWARE INC.,  
a Delaware corporation

By: 

Name: Justin Toague  
Title: Chief Executive Officer

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions