

Additional

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Update: Important Security Information Regarding Your Account

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We've uncovered additional information we think you should know



Bath & Body Works®



February 18, 2020

RE: Important security notice about your Bath & Body Works account

We are providing an update about the Bath & Body Works loyalty account issue we previously communicated to you on December 23, 2019. We previously notified you that an unauthorized individual gained access to certain personal information in your Bath & Body Works loyalty account between September 17, 2019 (approximately) and November 23, 2019. Based on additional investigation, however, we recently learned that the unauthorized access also may have occurred until we implemented additional safeguards on January 15, 2020.

We previously informed you that we believe the individual capitalized on a breach of another company's system where you may have used the same login information. The unauthorized party was able to acquire loyalty rewards. Additionally, the personal information that could have been accessed in your loyalty account included name, email address, mailing address (if entered), birth day and month (not year), telephone number, loyalty account number and any gift card number and gift card PIN linked to your account via the Bath & Body Works loyalty application on your mobile device. If you have elected to save payment card information through your account, only the last four digits of the payment card used would have been visible on the checkout/payment page. Purchases made in our stores are not impacted.

Steps we're taking:

- Promptly after learning of the issue, we took steps to secure the accounts and determine the nature of the issue.
- We are coordinating with law enforcement authorities.
- As a further precaution, we are forcing an additional reset of your current password, and you'll need to make a new one.
 - Visit the sign-in page on BathandBodyWorks.com.
 - Click on "Forgot Password."
 - Enter the email address associated with your account.
 - A forgot-password link will be sent to your email address. If you do not immediately receive the link, please check your spam folder.
 - Follow the instructions to reset your password.
- To prevent the unauthorized use of rewards, we are only accepting Bath & Body Works reward redemptions when the loyalty account number for an order matches the loyalty account that we have on file. For those with a loyalty account in good standing, we have restored any loyalty rewards that have been affected by this incident. Reminder: Loyalty rewards expire 90 days from the issue date.

Steps you should take:

- Please monitor your Bath & Body Works account for suspicious activity.
- Promptly change the username and password on all other online accounts for which you use the same or similar username and password.
- Validate the availability of funds of any gift cards that may have been linked to your account.
- Call us if you have questions or concerns, including with any gift card linked to your account. If possible, please have proof of purchase information available.
- Out of an abundance of caution, we have arranged to provide potentially affected shoppers with free identity protection service for one year. You may contact us at 1-866-207-6311, 6am-2am Eastern, 7 days/week, if you are interested in this option.

In this mailing, we have included additional steps that you can take to further protect your information.

Please know we take the responsibility of protecting the confidentiality of your personal information seriously. We are very sorry that this occurred and are working diligently to maintain your trust.

Sincerely,

Bath & Body Works Customer Care Services

Reference Guide

We encourage you to take the following steps:

Order Your Free Credit Report. Although payment card information was not compromised in this incident, we encourage you to remain vigilant over the next 12-24 months by reviewing your account statements and monitoring your free credit reports. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, 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. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit www.identitytheft.gov/.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers

provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Credit Information Services, Inc. P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-525-6285	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a "security freeze" (also known as a "credit freeze") on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. **Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.** There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

Additional Resources

For Iowa Residents. You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached at:

Office of the Attorney General of Iowa
Hoover State Office Building
1305 E. Walnut Street
Des Moines, IA 50319
(515) 281-5164
www.iowaattorneygeneral.gov

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.oag.state.md.us

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze.

For New Mexico Residents. You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov.

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov

Please do not reply to this email, as it is sent from an address that cannot accept incoming email.

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