

16310

Date

Name  
Address

Re: **NOTICE OF DATA BREACH**  
*Please read this entire letter*  
**Acct. Number:**

Dear [insert recipient name]:

#### **WHAT HAPPENED?**

We are contacting you because the U.S. Postal Service notified Discover on November 21, 2019 that it recovered a package that we had shipped to one of our vendors, which may have been stolen in transit. The package contained the personal information regarding some of our customers, including yours. While we have no reason to believe that your information has been viewed or misused, we cannot definitively determine whether the package had been tampered with.

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

The information involved includes your name, address, bank account number, and Social Security Number.

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

We sincerely regret any inconvenience or concern this incident may cause. We take this incident very seriously and are committed to assuring the security of your data. Again, while we have no reason to believe that your information has been misused, out of an abundance of caution and as a protective measure, we have arranged to have Experian's Identity Restoration support available to you and provide you with a **complimentary** two-year membership of Experian's IdentityWorks<sup>SM</sup> product and services, which includes the Identity Restoration support. The IdentityWorks product helps detect the possible misuse of your personal information and provides you with superior detection and resolution of identity theft. IdentityWorks is completely free for two years; and enrolling in the program will not hurt your credit score.

#### **Activate IdentityWorks<sup>SM</sup> Now in Three Easy Steps**

**NOTE:** Ensure that you enroll by: **February 15, 2020** (Your code will not work after this date.)

- **1. Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/3bcredit](http://www.experianidworks.com/3bcredit)
- **2. Provide your activation code:** [Code]
- **3. Provide** certain personal information needed for enrollment and authentication.

A credit card is **not** required for enrollment in Experian IdentityWorks.

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### **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

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.

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

While we encourage you to activate the fraud detection features available through Experian IdentityWorks, as previously mentioned above, you may use the Identity Restoration support services that will be available to you until **February 15, 2020**, even if you choose not to enroll in Experian's IdentityWorks product at this time. If you believe there was fraudulent use of your information as a result of this incident, or if you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332. Be prepared to provide engagement number \_\_\_\_\_ as proof of eligibility for the identity restoration services by Experian.

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 each of the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

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.

### **OTHER IMPORTANT INFORMATION.**

There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to the final page of this letter for information about such actions.

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**FOR MORE INFORMATION.**

We sincerely apologize for this incident and regret any inconvenience it may cause you; we will continue to take all necessary steps to protect your private information. Should you have questions regarding this letter, please contact us at 1-800-717-9829 8am-430pm EST Monday-Friday.

Sincerely,

Discover Bank

\* 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

# DISCOVER

## WHAT YOU CAN DO: ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

### ➤ PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE

An **initial 90 day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

**Equifax**  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Innovis**  
1-800-540-2505  
[www.innovis.com](http://www.innovis.com)

### ➤ PLACE A SECURITY FREEZE ON YOUR CREDIT FILE

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit, employment, housing or other services. This process is also completed through each of the consumer reporting companies. To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies with the following information: name, Social Security number, date of birth, proof of current address, any other addresses at which you have lived during the past five (5) years, and a photocopy of a government issued identification card, such as a state driver's license.

### ➤ ORDER YOUR FREE ANNUAL CREDIT REPORTS

Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228.

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

### ➤ MANAGE YOUR PERSONAL INFORMATION

Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

### ➤ USE TOOLS FROM CREDIT PROVIDERS

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

### ➤ FILE A POLICE REPORT

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.

### ➤ OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.

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- The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). Their address is 600 Pennsylvania Ave., NW, Washington, DC 20580.
- **FOR CT RESIDENTS ONLY:** The Connecticut Attorney General's Office provides information about identity theft and ways to protect yourself. Their phone number is 860-808-5318. They also provide information on-line at [www.ct.gov/ag](http://www.ct.gov/ag). Their address is 55 Elm Street, Hartford, CT 06106.
- **FOR MA RESIDENTS ONLY:** The Office of the Massachusetts Attorney General provides information about steps you can take to avoid identity theft. Pursuant to Massachusetts law, you have the right to file and obtain a copy of a police report and the right to request a security freeze. Their phone number is 617-727-8400. They also provide information on-line at [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html). Their address is One Ashburton Place, Boston, MA 02108.
- **FOR MD RESIDENTS ONLY:** The Maryland Attorney General's Office provides information about steps you can take to avoid identity theft. Their phone number is 888-743-0023; TTY: 410-576-6372. They also provide information on-line at [www.oag.state.md.us](http://www.oag.state.md.us). Their address is 200 St. Paul Place, Baltimore, MD 21202.
- **FOR NC RESIDENTS ONLY:** The North Carolina Attorney General's Office provides information about identity theft and ways to protect yourself. Their phone number is 919-716-6400. They also provide information on-line at [www.ncdoj.gov](http://www.ncdoj.gov). Their address is 9001 Mail Service Center, Raleigh, NC 27699-9001.
- **FOR RI RESIDENTS ONLY:** The Rhode Island Attorney General's Office provides information about identity theft and ways to protect yourself. Pursuant to Rhode Island law, you have the right to file and obtain a copy of a police report and the right to request a security freeze. Their phone number is 401-274-4400. They also provide information on-line at [www.riag.ri.gov](http://www.riag.ri.gov). Their address is 150 South Main Street, Providence, RI 02903.
- **FOR WV RESIDENTS ONLY:** The Office of the West Virginia Attorney General provides information about steps you can take to avoid theft. Pursuant to West Virginia law, you have the right to ask that nationwide consumer reporting agencies place fraud alerts in your file and the right to place a security freeze on your credit report. Their phone number is 800-368-8808. They also provide information on-line at [www.ago.wv.gov](http://www.ago.wv.gov). Their address is P.O Box 1789, Charleston, WV 25326.



UNITED STATES POSTAL INSPECTION SERVICE  
CHARLOTTE DIVISION

November 21, 2019

Dear Postal Customer,

The U.S. Postal Inspection Service (USPIS), the law enforcement arm of the US Postal Service (USPS), has recovered the enclosed mail as part of a mail theft investigation. The current condition of the mail is as it was when recovered. If photocopies of your mail are enclosed, our office respectfully requests permission to obtain the original(s) as evidence in this case, generally for the purpose of laboratory examination. However, if you would like it mailed to your attention, please send me an email. The Postal Service contracts with other couriers such as FedEx and UPS to transport our First-Class mail. During that process your mail piece was targeted for theft at FedEx International Hub located in Memphis, Tennessee. The contents of your mail piece are as is when it was recovered.

If you sustained a financial loss, such as missing gift cards, cash, personal checks, etc., please follow the below instructions:

- Send an email to [rdriggs@uspis.gov](mailto:rdriggs@uspis.gov)
- In the Subject Line type the following tracking #: FedEx - Pilfered Package - Ultra Hub
- The body of the email should include:
  - Sender's name, full physical address
  - Intended recipient name, full physical address
  - Sender's telephone number
  - Date letter mailed
  - Type & amount of financial loss (gift card, money order, cash, etc.)
  - Serial numbers if applicable

If additional information is needed to assist in the investigation, you will be contacted by our office. If you do not have access to email, a hardcopy complaint should be mailed to the below address. Please include the above required information.

US Postal Inspection Service  
Attn: Inspector Darren Riggs  
161 E GE Patterson Avenue  
Memphis, TN 38103-9395

If you wish to file a domestic insurance claim for missing contents go to USPS.com and select "File a Claim" from the "Help" menu. To request a service failure refund for postage go to USPS.com and select "Request a Refund" from the "Help" menu. Follow the directions as indicated on each screen. If you don't have computer access, you may visit your local post office for assistance. The USPIS does not handle claims or refunds and cannot address questions related to the process.

If a suspect is identified in the case you will be notified. Our office will seek victim restitution through the Department of Justice if the case is accepted for federal prosecution.

The Postal Service and Inspection Service apologize for any inconvenience this matter has caused you and your family.

Sincerely,

Darren Riggs  
Postal Inspector  
Memphis Field Office  
MEMPHIS DOMICILE  
161 E. GE PATTERSON AVE.  
MEMPHIS TN 38103-9395  
TELEPHONE: 877-878-2455