

16345

Sample Notice

[DATE]

[NAME]

[ADDRESS]

Dear [NAME]:

Notice of Data Breach

We are writing to let you know about a potential security incident involving personal information that you provided when you formed your business. [COMPANY] uses Legalinc Corporate Service Inc. ("Legalinc") to provide business formation and registered agent services to our customers. While we cannot confirm what specific information of yours was actually affected (if any), out of an abundance of caution, we'd like to call your attention to some steps you can take to help protect yourself. We know that even the potential exposure of data can be troubling, and we are truly sorry for any concern this may cause.

What Happened

In December 2019, Legalinc was contacted by a security consultant that claimed he had found a vulnerability in the database used to store customer business formation documents. It is possible that the security consultant used this vulnerability to gain access to a limited number of files, which contained personal information about certain individuals.

What Information Was Involved

The information stored in Legalinc's database varies by individual, but may include first and last name, address, government-issued ID, and Social Security number. **At this time, we are not aware of any fraud connected to this incident or to your information.**

What is Legalinc Doing

Legalinc took immediate steps to address this incident, including launching an internal investigation, remediating the vulnerability, and retaining an independent forensic investigation firm to assist in the investigation and response. Legalinc has also taken additional steps to strengthen and enhance the security of its database, including conducting a comprehensive review of information security policies and procedures to help prevent similar events.

To help you protect your identity, Legalinc is offering two years of complimentary identity protection services from a leading identity monitoring services company. These services help detect possible misuse of your personal information and provide identity protection support focused on immediate identification and resolution of identity theft. For more information about these services and how to complete the enrollment process, please refer to the enrollment instructions included with this letter.

What You Can Do

Although we are not aware of any misuse of information arising from this incident, here are precautionary steps you can take to help protect yourself:

- **Activate the Complimentary Identity Protection Services.** As outlined above, Legalinc is offering two years of identity theft protection and credit monitoring services at no charge to you. For more information about these services and instructions on completing the enrollment process, please refer to the

"Information about Identity Theft Protection" reference guide attached to this letter. Please make sure you complete the enrollment process by **April 12, 2020** to receive these complimentary services.

- **Check Credit Reports and Financial Accounts.** You can carefully check your credit reports for accounts that you did not open or for inquiries from creditors you did not initiate. If you see something you don't understand or aren't familiar with, call the credit agency immediately. If you find any suspicious activity on your credit reports, contact the local police or sheriff's office, and file a police report for identity theft and obtain a copy of it. You may need to give copies of the police report to creditors to clear up your records. You can also review your financial account statements to determine if there are any discrepancies or unusual activity listed. If you see anything you do not understand, you should call the financial institution immediately.
- **Consult the Identity Theft Protection Guide.** Finally, please review the "Information about Identity Theft Protection" reference guide, included here, which describes additional steps that you may wish to take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on placing a fraud alert or a security freeze on your credit file.

For More Information

For more information about this incident, or if you have additional questions or concerns, please call 833-991-1556 between the hours of 9 a.m. and 9 p.m. Eastern time, Monday through Friday (except major holiday), or email privacy@legalinc.com. Again, we sincerely regret that this incident occurred and deeply apologize for any concern it may cause.

Sincerely,

[COMPANY]

Information about Identity Theft Protection

To help protect your identity, Legalinc is offering a complimentary membership to Experian's® IdentityWorks®. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. Included with this service are fraud resolution services that provide an Experian Fraud Resolution agent 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). While this Fraud Resolution assistance is immediately available to you without any further action on your part, you can also activate the fraud detection tools available through enrolling in IdentityWorks® at no cost to you. To enroll in these services, visit: **www.experianidworks.com/3bcredit** by **April 12, 2020**, and use the following activation code: **[ACTIVATION CODE]**. You may also enroll over the phone by calling **877.288.8057** between the hours of 9:00 AM and 9:00 PM (Eastern Time), Monday through Friday and 11:00 AM and 8:00 PM Saturday (excluding holidays). Please provide the following engagement number as proof of eligibility: **[ENGAGEMENT NUMBER]**.

Once you enroll in IdentityWorks, you will have access to the following features:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance¹:** Provides coverage for certain costs and unauthorized electronic fund transfers

There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

Review Accounts and Credit Reports: You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

Security Freezes and Fraud Alerts: You have a right to place a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information

¹ 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.

in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

Additional Information for Massachusetts Residents: Massachusetts law gives you the right to place a security freeze on your consumer reports. By law, you have a right to obtain a police report relating to this incident, and 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 request that a freeze be placed on your credit report, at no charge, by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number, date of birth (month, day and year); current address and previous addresses for the past five (5) years; and an incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

For more information, including information about additional rights, you can visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>, <https://www.consumerfinance.gov/learnmore/>**Error! Hyperlink reference not valid.**, or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

National Credit Reporting Agencies Contact Information

Equifax (www.equifax.com)

General Contact:

P.O. Box 740241
Atlanta, GA 30374
800-685-1111

Fraud Alerts:

P.O. Box 740256, Atlanta, GA 30374

Credit Freezes:

P.O. Box 105788, Atlanta, GA 30348

Experian (www.experian.com)

General Contact:

P.O. Box 2002
Allen, TX 75013
888-397-3742

Fraud Alerts and Security Freezes:

P.O. Box 9554, Allen, TX 75013

TransUnion (www.transunion.com)

General Contact, Fraud Alerts and Security Freezes:

P.O. Box 2000, Chester, PA 19022
888-909-8872