

16491



Dear Sir or Madam,

We would like to offer you a complimentary one-year subscription to an identity theft protection service as a result of a potential data compromise involving your personal information. Information regarding what happened and how to take advantage of the free one-year identity theft protection service is detailed below.

What Happened?

We discovered that for a short period text message communications between our business customers and individuals containing certain data provided by those individuals was potentially accessible via a non-published network port. We found no evidence that the data was downloaded or viewed by anyone other than the security analyst who notified our company that the data was potentially accessible, and the network port is now secure.

What personal information was involved?

The types of personal information at issue may include information such as name, phone number, driver's license number, social security number, date of birth, insurance information or other personal information you may have included in a text message to one of our business customers. Not all of this information may have been present. Again, we do not have any evidence that this information was actually viewed by anyone other than the third-party security analyst who notified our company of the temporarily open network port, which has now been secured.

What are we doing?

We have fully secured this non-public network port and have engaged independent security experts to audit and perform security penetration testing on our systems, and they have confirmed that the data is now secured.

We recommend the following steps that you can take to protect your information:

- **Credit Report Monitoring** – We are providing you a complimentary 1-year subscription to an identity theft protection service. You have until **March 15, 2020** to take advantage of this offer. Our attorneys at Arent Fox LLP will assist you enrolling at no cost and guide you through the process. To enroll, please contact Jake Gilbert, an attorney at Arent Fox, at jake.gilbert@arentfox.com.

- **Review Your Account Statements for Suspicious Activity**
As a precaution, you should review your account statements for any suspicious activity. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission. To file a complaint with the FTC, go to www.ftc.gov/idtheft or call 1-877-438-4338. Complaints filed



with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

- **Monitor Your Credit Reports**

We also recommend you monitor your credit reports. Under US law, you may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling toll-free 1-877-322-8228, or by mailing a completed Annual Credit Report Request Form to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at www.annualcreditreport.com/cra/requestformfinal.pdf.

Alternatively, you can contact any of the major credit reporting bureaus to request a copy of your credit report. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax
1-800-685-1111
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
535 Anton Blvd., Suite 100
Costa Mesa, CA 92626

TransUnion
1-800-916-8800
www.transunion.com
P.O. Box 6790
Fullerton, CA 92834

- **Fraud Alert**

We recommend placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

- **Additional Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit www.ftc.gov/idtheft or call 1-877-438-4338.

Sincerely,

John Wright