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# CRONOS

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[www.thecronosgroup.com](http://www.thecronosgroup.com)

October 7, 2019

Via E-mail

[REDACTED]

Attention: [REDACTED]  
Email: [REDACTED]

Re: Notice of Data Breach

Dear Sirs:

We write to follow up on the September 13, 2019 email notice sent to Redwood Members regarding a cybersecurity event related to the Lord Jones- Cronos transaction. Upon learning of the cybersecurity event, Cronos promptly retained a cybersecurity firm to perform a forensic analysis of the event, which is now complete. While it appears that certain of your personal information may have been exposed in connection with the cybersecurity event, as described in the notice, the forensic analysis has not identified any misuse of that information. Nevertheless, we wanted to inform you of certain proactive steps, outlined below, that can help ensure the security of your personal information going forward.

You should monitor your financial account statements and credit reports and report any suspicious or unrecognized activity to the relevant financial institution, local law enforcement, the Massachusetts Attorney General, or the Federal Trade Commission ("FTC"). You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://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](http://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 below.

1. Equifax Information Services LLC, P.O. Box 740241, Atlanta, GA 30374-0241.  
1.866.349.5191. [www.equifax.com](http://www.equifax.com);
2. Experian, P.O. Box 2002, Allen, TX 75013. 1.866.200.6020. [www.experian.com](http://www.experian.com); and
3. TransUnion LLC, Consumer Disclosure Center, P.O. Box 1000, Chester, PA 19016.  
1.800.888.4213. [www.transunion.com](http://www.transunion.com).

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You may also wish to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least ninety days. A fraud 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 following three credit reporting agencies:

1. Equifax Information Services LLC, P.O. Box 105069, Atlanta, GA 30348-5069.  
1.800.525.6285 . [www.equifax.com](http://www.equifax.com);
2. Experian, P.O. Box 9701, Allen, TX 75013. 1.888.397.3742. [www.experian.com](http://www.experian.com); and
3. TransUnion Fraud Victim Assistance, P.O. Box 2000, Chester, PA 19016.  
1.800.680.7289. [www.transunion.com](http://www.transunion.com).

Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

You may also wish to request a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a personal identification number ("PIN") or password that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit. There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies listed below:

1. Equifax Information Services LLC, P.O. Box 105788, Atlanta, GA 30348-5788.  
1.800.349.9960. [www.equifax.com](http://www.equifax.com);
2. Experian Security Freeze, P.O. Box 9554, Allen, TX 75013. 1.888.397.3742.  
[www.experian.com](http://www.experian.com); and
3. TransUnion, P.O. Box 160, Woodlyn, PA 19094. 1.888.909.8872. [www.transunion.com](http://www.transunion.com).

To request a security freeze, you may need to provide the following information:

Your full name (including middle initial as well as Jr., Sr., II, III, etc.)

Social Security number

Date of birth

Address(es) where you have lived over the prior five years

Proof of current address (current utility bill, telephone bill, etc.)

A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.)

If you are a victim of identity theft, a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

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The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique PIN or password or both that can be used by you to authorize the removal or lifting of the security freeze.

To remove the security freeze or to temporarily lift the security freeze for a specified period of time or in order to allow a specific entity or individual access to your credit report, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agency and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. If you are seeking to temporarily lift, rather than remove, the freeze, you must also include the specific period of time during which you want the credit report available or the identity of those entities or individuals you would like to receive access to your credit report. The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to remove the security freeze or lift the freeze for the specified period of time or identified entities or individuals.

You have the right to file a police report and get a copy of the report to submit to your creditors and others that may require proof of a crime. The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. You may file a complaint with the FTC by calling the FTC's Identity Theft Hotline: 1-877-ID-THEFT (438-4338); online at [www.identitytheft.gov](http://www.identitytheft.gov); or by mail to the FTC Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC's website also makes available guidance regarding steps a consumer can take to protect against identity theft.

We take the security of your information very seriously. If you have any questions or require further assistance, please contact us at (416) 504-0004.

Sincerely,



Xiu Ming Shum  
Executive Vice-President, Legal and Regulatory Affairs  
(647) 696-3620