

16778

April 9, 2020



CNTR - JobNumber TRAY - PACK ENDORSE

FULLNAME
COMPANY
ADDRESS_2
ADDRESS_1
CITY STATE_CD ZIP_CD
COUNTRY_DESC
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Important Notice for Account MASKED_ACCT

Dear FULLNAME,

Sprint Corporation ("Sprint") is writing to inform you of a security issue involving a Sprint vendor and your participation in Sprint's Clean Slate program, formerly known as Sprint's Buy Back program. Sprint's Clean Slate program is described at www.sprint.com/joinsprint. Sprint takes this matter, and all matters involving customer privacy, seriously. We therefore wanted to notify you of this matter, offer you complimentary identity protection services, and provide you with steps you can take to protect your personal information.

What happened: Sprint recently learned that information that you uploaded in order to participate in Sprint's Clean Slate program had been stored by a Sprint vendor on a server without appropriate security measures in violation of Sprint's requirements. Due to this fact, although we do not know whether the information that you uploaded was in fact accessed by any unauthorized person, it is possible that it could have been accessed by members of the public after you uploaded it.

What information was involved: The personal information of yours that may have been exposed includes the following: FULLNAME, VAR_1 VAR_2 VAR_3 VAR_4 VAR_5 VAR_6 VAR_7 VAR_8 VAR_9 VAR_10

What are we doing: We have confirmed that Sprint's vendor fixed this issue on December 4, 2019 by implementing security measures to restrict access to this server. We are also offering you free credit monitoring services.

What you can do: As a precautionary measure, we have partnered with Experian IdentityWorksSM to provide you with a free year of credit monitoring. This product provides you with superior identity protection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: July 31, 2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bplus>
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(877) 890-9332** by **July 31, 2020**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

Please note that this offer is available to you until July 31, 2020 and does require action on your part at this time if you choose to participate.

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

At this time, we have no reason to believe that your information has been or is likely to be misused. However, for your general protection, it is important that you regularly review your Sprint.com account to ensure that no unauthorized activity occurs on your account.

We also urge you to take the preventative measures that are recommended by the Federal Trade Commission (FTC) to help protect you from fraud and identity theft. You may access information on the FTC's website at www.ftc.gov/idtheft or contact the FTC directly by phone at 1-877-438-4338 or by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Protecting our customers' information is extremely important to us, and we apologize for any inconvenience this may cause you. Please contact Sprint Customer Care at (866) 841-5946 Monday thru Friday from 8am CST to 8pm CST if you have any questions regarding this matter.

Sincerely,

Sprint Customer Care

What can you do to safeguard against identity theft or fraud?

If you suspect that your personal information or that of a family member has been misused to commit identity theft, take the following steps and keep a record of all your actions.

1. Place a fraud alert on your credit reports, and review your credit reports.

Contact the toll-free fraud number of any of the three consumer reporting companies below to place a fraud alert on your credit report. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two, which will place an alert on their versions of your report, too. If you do not receive a confirmation from a company, you should contact that company directly to place a fraud alert.

TransUnion:

1-800-680-7289

TransUnion Fraud Victim Assistance

P.O. Box 2000

Chester, PA 19016

www.transunion.com

Equifax:

1-800-465-7166

Equifax Information Services LLC

P.O. Box 105069

Atlanta, GA 30348-5069

www.equifax.com

Experian:

1-888-EXPERIAN (397-3742)

Experian

PO Box 9701, Allen, TX 75013

www.experian.com

Once you place the fraud alert in your file, you're entitled to order one free copy of your credit report from each of the three consumer reporting companies. If you find fraudulent or inaccurate information, get it removed.

2. Close the accounts that you believe have been tampered with or opened fraudulently.

Speak with someone in the security or fraud department of each company. Follow up in writing, and include copies of supporting documents. Send your letters by certified mail, return receipt requested. Keep a file of your correspondence and enclosures.

When you open new accounts avoid creating passwords or other account credentials using easily available information like your mother's maiden name, your birth date, the last four digits of your Social Security number or your phone number, or a series of consecutive numbers.

If the identity thief has made charges or debits on your accounts, or has fraudulently opened accounts, ask the company for the forms to dispute those transactions. Once you have resolved your identity theft dispute with the company, ask for a letter stating that the company has closed the disputed accounts and has discharged the fraudulent debts.

3. File a report with your local police or the police in the community where the identity theft took place.

If the police are reluctant to take your report, ask to file a "Miscellaneous Incident" report, or try another jurisdiction, like your state police. When you go to your local police department to file your report, bring a printed copy of your FTC ID Theft Complaint form, your cover letter, and your supporting documentation. Ask the officer to attach or incorporate the ID Theft Complaint into their police report. Tell them that you need a copy of the Identity Theft Report to dispute the fraudulent accounts and debts.

4. Under U.S. law, you have the right to put a Security Freeze on your credit file for up to one year at no cost.

This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

5. You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf

6. Personal Information of a Minor: You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card, and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>.

7. Visit the Federal Trade Commission's Identity Theft website, IdentityTheft.gov, or for more information on reporting and recovering from identity theft.

By sharing your identity theft complaint with the FTC, you will provide important information that can help law enforcement officials across the nation track down identity thieves and stop them. The FTC can refer victims' complaints to other government agencies and companies for further action, as well as investigate companies for violations of laws the agency enforces. You can also contact the FTC directly by phone at 1-877-438-4338 or by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Residents of Maryland and North Carolina can also obtain information about steps you can take to avoid identity theft from your state's Office of the Attorney General.

- Maryland: <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>
200 St. Paul Place
Baltimore, MD 21202
Toll Free: 1-888-743-0023
- North Carolina: <http://www.ncdoj.gov/Protect-Yourself/2-4-3-Protect-Your-Identity.aspx>
9001 Mail Service Center
Raleigh, NC 27699-9001
Toll Free: 1-877-5-NO-SCAM
- Rhode Island, Attorney General <http://www.riag.ri.gov>
150 South Main Street
Providence, RI 02903
Tel: 401-274-4400

8. Contact your state's Attorney General or Consumer Protection Agency for more information on reporting and recovering from identity theft.

By sharing your identity theft complaint with the FTC, you will provide important information that can help law enforcement officials.