

16795

April 17, 2020

«First_Name» «Last_Name»

«Street_Address»

«City» «State» «Zip»

Dear «First_Name» «Last_Name»:

We are sending you this notice because of a recent data security incident that occurred at Southwest Airlines Pilots' Association ("SWAPA") that may have involved your personal information. At this time, we are not aware of any misuse of your information.

As an added precaution, SWAPA would like to offer you 24 months of credit monitoring from Experian at no cost to you. If you would like to put such monitoring in place, you can activate the credit monitoring product by taking the following steps no later than July 31, 2020.

1. VISIT the Web Site [INSERT EXPERIAN LINK] or call [INSERT EXPERIAN PHONE NUMBER].
2. PROVIDE your Activation Code: «CODE» and Engagement Number: «NUMBER»

We encourage you to consider enrolling in the identity theft protection services provided by Experian and to review the "General Information About Identity Theft Protection" sheet enclosed with this letter. Under Massachusetts law, you have the right to obtain a police report in regard to this incident; however, one has not been filed. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

We apologize for any inconvenience that this incident may cause you. If you have any further questions or concerns, please contact XXX-XXX-XXXX Monday-Friday XX-XX.

Sincerely,

Jon Weeks
President, SWAPA

GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

Credit Reports. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to www.AnnualCreditReport.com or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

You may contact the nationwide credit reporting agencies at:

Equifax

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Place a Security Freeze on your Credit Report. You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. You can place a freeze and lift a security freeze on your credit report free of charge.