



Return Mail Processing
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SAMPLE A SAMPLE
APT 123
123 ANY ST
ANYTOWN, US 12345-6789



April 28, 2020

Notice of Data Breach

Dear Sample A Sample,

I am writing regarding an incident we recently discovered that involved certain Chegg employee information.

What happened

On April 10, 2020, we learned that, on or about April 9, 2020, an outside hacker may have illegally obtained employee information for approximately 700 current and former U.S. Chegg employees. An investigation was immediately commenced, a leading third-party forensic firm was retained to assist, and we notified law enforcement. We believe that your information may have been obtained, which is why you are receiving this notice.

What information was involved

The personal information that may have been obtained included your name and social security number.

What we are doing

We are offering you free credit monitoring and identity theft protection services provided by Experian. Please refer to Attachment A for more information about these services and how to enroll.

We take the security of employee information seriously. We had a number of safeguards in place prior to the incident to protect employee information, and we are taking steps to further reinforce those safeguards.

We have also notified law enforcement of the incident. Certain state laws require us to inform you that this notice has not been delayed because of a law enforcement investigation. Additional information required by certain state laws is included in Attachment B.

What you can do

It is always a good idea to remain vigilant against threats of identity theft or fraud, and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity. In addition to signing up for the free credit monitoring that Chegg is providing, you can contact the consumer reporting agencies listed in Attachment B for more information on fraud alerts, security freezes, and other steps you can take to avoid identity theft.

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For more information

For more information about the free credit monitoring that Chegg is offering through Experian or other questions relating to this notice, please contact Experian at (855) 896-4452 between the hours of 6 a.m. – 6 p.m. PST Monday through Friday or 8 a.m. – 5 p.m. PST Saturday through Sunday.

We have worked hard to address this matter and remain committed to supporting our employees.
Sincerely,

A handwritten signature in cursive script that reads "Dana C. Jewell".

Dana Jewell, VP, Associate General Counsel of Chegg, Inc.

ATTACHMENT A
How to Sign up for Credit Monitoring Services

We have arranged for you to enroll, at no cost to you, in an online credit monitoring service (IdentityWorks) for two years provided by Experian.

To enroll in this service, go to the Experian IdentityWorks website at www.experianidworks.com/3bcredit, enter the following activation code ABCDEFGHI, and follow the steps online.

You can sign up for the Experian IdentityWorks service any time between now and July 31, 2020. A credit card is not required for enrollment in Experian IdentityWorks.

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 (855) 896-4452 by July 31, 2020. Be prepared to provide engagement number DB19511 as proof of eligibility for the identity restoration services by Experian.

Once you are enrolled, you will have access to your Experian credit report, so that you can see what information is associated with your credit file. The credit monitoring service will also actively monitor Experian, Equifax, and Transunion files for indicators of fraud.

In addition, Experian IdentityWorks includes an identity restoration program that provides assistance in the event of fraud, including, as appropriate, help with contacting credit grantors to dispute charges and close accounts, placing freezes on credit files with the three major credit bureaus, and contacting government agencies. This identity restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The terms and conditions for this offer are located at www.ExperianIDWorks.com/restoration.

Experian IdentityWorks also provides up to \$1 million in identity theft insurance coverage for certain costs and unauthorized electronic fund transfers.¹

¹ The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



ATTACHMENT B

How to Monitor Your Credit History

In addition to signing up for the free credit monitoring service that Chegg is providing through Experian, you may obtain a free copy of your credit report online every 12 months 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, 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.

Equifax P.O. Box 740241 Atlanta, GA 30374-0241 800-685-1111 www.equifax.com	Experian P.O. Box 2002 Allen, TX 75013 888-397-3742 www.experian.com	TransUnion P.O. Box 1000 Chester, PA 19016 800-888-4231 www.transunion.com
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Credit Freezes

You may put a credit freeze (or security freeze) on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Credit freeze laws vary from state to state, but there is no cost anywhere in the country for freezing or unfreezing your credit file. You must separately place a credit freeze on your credit file at each credit reporting company, and may need to provide the following information: (1) full name, middle initial and any suffixes; (2) social security number; (3) complete addresses for past 2 years; (4) date of birth; (5) a copy of a government-issued identification card; (6) proof of your current address (such as a utility bill or telephone bill); and (7) proof of your identity (such as a copy of your Social Security card, pay stub with social security number, or W2 or 1099 form).

Online Account Security

As a reminder, it is always a good practice to remain vigilant with respect to reviewing your account statements and credit reports from one or more of the national credit reporting agencies above, and to promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). For more information about credit freezes, fraud alerts, and other steps you can take to prevent identity theft, you can contact the national credit reporting agencies or the FTC, at 600 Pennsylvania Avenue, NW, Washington, DC 20580; 1-877-ID-THEFT (438-4338); or www.ftc.gov/idtheft. Additional information for residents of certain states is included below.

Massachusetts Residents: You have a right to obtain a police report about the incident. You may contact local law enforcement for more information.

North Carolina Residents: In addition to the sources noted above, you may obtain information about preventing identity theft by contacting the North Carolina Office of the Attorney General at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-919-716-400; or www.ncdoj.gov.

Oregon Residents: In addition to the sources noted above, you may obtain information about preventing identity theft by contacting the Oregon Department of Justice at 1161 Court St. NE, Salem, OR 97301-4096; 1-877-9392; or www.doj.state.or.us.