

17010



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
 <<address\_1>>  
 <<address\_2>>  
 <<city>>, <<state\_province>> <<postal\_code>>  
 <<country >>

**Re: Notification of Data Security Incident**

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

We are writing you to let you know about a data security incident that may have involved your personal information. The privacy and security of your personal information is extremely important to Great Lakes Wholesale Group, IIT-JMK ("Great Lakes"). That is why we are writing to inform you of the incident, offering you complementary identity monitoring services, and providing steps you can take to help protect your information.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You have the right to place a security freeze on your credit report. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services.

To place a security freeze on your credit report, you must contact each of the three major consumer reporting agencies:

**Equifax Security Freeze**

P.O. Box 105788  
 Atlanta, GA 30348  
 1-800-349-9960  
 www.equifax.com

**Experian Security Freeze**

P.O. Box 9554  
 Allen, TX 75013  
 1-888-397-3742  
 www.experian.com/freeze/center.html

**TransUnion Security Freeze**

P.O. Box 2000  
 Chester, PA 19016  
 1-888-909-8872  
 freeze.transunion.com

In order to request a security freeze, you will need to provide the following information:

1. Your full name and any suffixes;
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five (5) years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (e.g. state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The consumer reporting agencies then have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number ("PIN") or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to grant a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or individuals, or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three (3) consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. You cannot be charged a fee by the consumer reporting agencies to place, lift, or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling (877) 322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission ("FTC") to learn more about how to prevent identity theft:

**FTC, Consumer Response Center**  
600 Pennsylvania Ave., NW  
Washington D.C. 20590  
[www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft)  
877-IDTHEFT (438-4338)

We are also providing you with information about steps that you can take to help protect your personal information and, as an added precaution, we are offering you complimentary identity monitoring services for two years through Kroll.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **August 21, 2020** to activate your identity monitoring services.

Membership Number: <<Member ID>>

The services include: Web Watcher, Fraud Consultation, and Identity Theft Restoration services. Please see the additional information from Kroll included in this letter for further details about the identity monitoring services we are offering to you at no cost.

To activate your complimentary services, please go to <https://enroll.idheadquarters.com> and using the Membership Number provided above. Please note that you must activate the services no later than **August 21, 2020**.

**What You Can Do:** You can follow the recommendations on the following page to help protect your personal information.

**For More Information:** If you have questions concerning this incident, please contact our dedicated call center at 1-844-963-2720 Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,



Sandi Jurek  
General Manager

## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

### **Web Watcher**

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.