

Nutranext™

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

17622

(800) 240-9395  
info@nutranext.net

September 2, 2020

F7566-L02-0000002 P001 T00001 \*\*\*\*\*MIXED AADC 159



SAMPLE A SAMPLE - L02 MA  
APT 123  
123 ANY ST  
ANYTOWN, US 12345-6789



**RE: Important Security Notification**  
**Please read this entire letter.**

Dear Sample A Sample:

We are writing to inform you that Nutranext, a subsidiary of The Clorox Company, recently became aware of a security incident which affected the Rainbow Light®, Natural Vitality® and Neocell® websites and may have resulted in a breach of your personal information. The personal information that could have been obtained includes your name, email address, telephone number, address, credit card number, expiration date, and CVV code.

Please know that protecting your personal information is something that we take very seriously. We have resolved this incident and are taking steps to prevent security incidents in the future, as well as making additional improvements that strengthen our cybersecurity protections.

There are important steps that you can take to reduce the likelihood of identity theft or fraud. The Federal Trade Commission (FTC) recommends that you remain vigilant by checking your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly. You can also order free copies of your annual reports through [www.annualcreditreport.com](http://www.annualcreditreport.com). You should also monitor any suspicious activity associated with your financial accounts. For more information about steps you can take to reduce the likelihood of identity theft or fraud, call 1-877-ID-THEFT (877-438-4338) or visit the FTC's website at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>. However, if you believe you are the victim of identity theft, you should immediately contact your local law enforcement agency or the Massachusetts Attorney General.

0080002



F7566-L02

## EXPERIAN CREDIT MONITORING INSTRUCTIONS

We have arranged for you to receive free credit monitoring for one year to help you protect your identity and credit information. If you enroll, you will receive communications detailing any key changes to your credit reports from all three credit bureaus. To enroll in this service, please contact Experian before November 10, 2020 by visiting the website or calling the phone number listed below. You will also need the Activation Code provided below. Your coverage will last for one year from the date of enrollment.

Website enrollment: <https://www.experianidworks.com/3bcredit>

Phone enrollment: (866) 578-5422

Your Engagement Number: **DB22020**

Your Activation Code: **ABCDEFGHI**

### OBTAINING A POLICE REPORT

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.

### PLACING A SECURITY FREEZE ON YOUR CREDIT REPORT

Massachusetts law also allows consumers to place a security freeze on their credit reports free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. 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 send a written request to **each** of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below:

<b>Experian</b>	<b>Equifax</b>	<b>TransUnion</b>
Experian Security Freeze P.O. Box 9554 Allen, TX 75013	Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348	TransUnion LLC P.O. Box 2000 Chester, PA 19016

To request a security freeze, you will 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;
- If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
- Proof of current address such as a current utility bill or telephone bill;
- 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, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

You can also place security freezes online by visiting the following websites:

- **Experian:** <https://www.experian.com/freeze/center.html>
- **Equifax:** <https://www.equifax.com/personal/credit-report-services/>
- **TransUnion:** <https://www.transunion.com/credit-freeze>

The credit reporting agencies 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 allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number 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 credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

#### QUESTIONS?

We sincerely regret that this incident occurred. If you have any questions, please feel free to call us at (866) 578-5422 M-F 6 am – 8 pm PST; Sat-Sun 8 am - 5 pm PST. When calling the toll-free number, please provide the following engagement number: DB22020.

Sincerely,



Jackson Jeyanayagam  
Vice President, General Manager Direct-to-Consumer



