



C/O ID Experts  
 10300 SW Greenburg Rd. Suite 570  
 Portland, OR 97223

17668

To Enroll, Please Call:  
 1-800-939-4170  
 Or Visit:  
<https://app.myidcare.com/account-creation/protect>  
 Enrollment Code:  
 <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>  
 <<Address1>> <<Address2>>  
 <<City>>, <<State>> <<Zip>>

September 9, 2020

Dear <<First Name>> <<Last Name>>,

STG Holdings, LLC ("STG") is writing to notify you of an incident that may have impacted the security of your personal information. Due to requirements imposed by Massachusetts law, we are unable to provide further detail about the nature of this incident, but you may obtain additional information by calling the dedicated assistance line below.

The confidentiality, privacy, and security of your personal information are among our highest priorities. We have taken and continue to take steps to prevent this type of incident from happening in the future.

As an additional precaution, we are offering you access to eighteen (18) months of complimentary identity monitoring services through ID Experts at no cost to you.

**Website and Enrollment:** Please visit <https://app.myidcare.com/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code included with this letter.

**Activate the monitoring** provided as part of your MyIDCare™ membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare™ will be able to assist you.

**Telephone:** Contact MyIDCare™ at 1-800-939-4170 to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**Deadline to Enroll: December 9, 2020**

**Monitor Your Accounts**

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**  
 P.O. Box 9554  
 Allen, TX 75013  
 1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

**TransUnion**  
 P.O. Box 160  
 Woodlyn, PA 19094  
 1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Equifax**  
 P.O. Box 105788  
 Atlanta, GA 30348-5788  
 1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

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

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
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 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 (state driver's license or ID card, military identification, etc.);
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.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional 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 can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our toll-free dedicated assistance line at 1-800-939-4170. This toll-free line is available Monday through Friday from 6 a.m. to 6 p.m. PT.

We sincerely regret any inconvenience this event may cause you. STG remains committed to safeguarding information in our care, and we will continue to take proactive steps to enhance the security of our systems.

Sincerely,



Chase Welsh  
Chief Administrative Office & General Counsel  
STG Holdings, LLC