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# Mercy-USA®

Mercy-USA for Aid and Development • 44450 Pinetree Drive, Suite 201 • Plymouth, MI 48170

September 23, 2020

RE: Data Breach

Dear \_\_\_\_\_,

Mercy-USA for Aid and Development (Mercy-USA) is dedicated to alleviating human suffering and supporting individuals and their communities in their efforts to become more self-sufficient. Our organization is made possible by the generous contributions of our donors. Unfortunately, we are writing to inform you of a data security incident in which payment card information you used to make a donation to Mercy-USA may have been compromised. The information that may have been compromised includes donor first and last name, email address, address, telephone number, and credit card number and security code. We have conducted an investigation and taken steps to enhance our security controls.

We recommend that you remain vigilant by monitoring your financial accounts and free credit reports. When you obtain your credit reports, please review them carefully. You are entitled to free annual credit reports from [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com). Look for inquiries you did not initiate, accounts you did not open and unexplained debts on the accounts you opened or other errors. If there are accounts or charges you did not authorize, or other errors, immediately notify the appropriate credit bureau by telephone and in writing.

You also may choose to place a free fraud alert and/or a security freeze on your credit files. Although a security freeze will warn potential creditors to take additional precautions when reviewing your credit records or applications for additional credit, be aware that it could take longer for you to obtain new credit. To request a fraud alert or security freeze, contact one of the three nationwide credit bureaus. To place a fraud alert or security freeze you will be required to provide the credit bureau with your name, address, date of birth, Social Security number and other personal information.

Equifax  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348

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

TransUnion  
(800) 916-8800  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19016

If you believe that you have been a victim of identity theft, in connection with this or another matter, you may file a complaint with the Federal Trade Commission (FTC), 600 Pennsylvania Ave NW, Washington DC 20580. Complaints may be filed with the FTC online at <https://www.identitytheft.gov/> or at (877) ID-THEFT (438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition to the FTC, you may also contact your state attorney general's office or your local

authorities, including the police. You have the right to obtain a police report. You may also obtain additional information about combating identity theft at [www.identitytheft.gov](http://www.identitytheft.gov) or your state attorney general's office.

We sincerely regret that this incident occurred and apologize for any inconvenience it may cause our donors. We appreciate your continued support of our organization and our mission. For additional information regarding this matter, please contact our Donor Relations Department at [donorrelations@mercyusa.org](mailto:donorrelations@mercyusa.org) or (734) 454-0011.

Sincerely,

Umar al-Qadi  
President and CEO