



Houghton Mifflin Harcourt

17970

October 29, 2020

Via Email: [Name] [Email Address 1]

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

Dear _____:

We are writing to inform you of a recent suspected data breach at Houghton Mifflin Harcourt Publishing Company ("HMH"). Due to human error, personal information that included your Social Security number may have been disclosed to a former HMH employee via email. Immediately upon becoming aware of the error, HMH notified the unauthorized recipient to delete the email that contained the personal information. However, HMH is unable to verify whether or not the email was deleted prior to its being opened. As this matter was not criminal in nature, we have not reported this matter to law enforcement officials.

HMH deeply regrets this data breach and its potential impact on you. Although we do not know whether any of your personal information has been misused, we are committed to making sure support is available to you that will help you monitor your credit and so that you know how to respond if you identify any problems.

To help protect your identity, HMH has arranged for a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity theft detection and resolution of identity theft. Additional Details regarding the Experian IdentityWorks membership are attached to this letter. Please note that if you choose to enroll in the service, you must do so by January 27, 2021. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: January 27, 2021** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your activation code: [code]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling online in Experian IdentityWorks, please contact Experian's customer care team at (877) 288-8057 by January 27, 2021. Be prepared to provide engagement number **B006091** as proof of eligibility for the identity restoration services offered by Experian.

HMH sincerely apologizes for this incident and regrets any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact Jeanette Cacciola at (512) 721-7569.

Sincerely,

Jill Elliot
Vice President, Associate General Counsel

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.*
- Credit Monitoring: Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- Up to \$1 Million Identity Theft Insurance**: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.288.8057. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for two years 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. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** 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.