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**PROBIOTIC
AMERICA®**

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

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Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

NOTICE OF A DATA BREACH	
What Happened?	We are writing to advise you of a recent data security incident involving a company called 1ShoppingCart.com ("1ShoppingCart"). Probiotic America contracts with 1ShoppingCart to process payments made through our website. On October 30, 2020, we learned from 1ShoppingCart that an unauthorized third party accessed 1ShoppingCart's systems and collected information regarding transactions placed on Probiotic America's website from August 6, 2020 to August 22, 2020.
What Information Was Involved?	Based on 1ShoppingCart's forensic investigation, the person who gained access to its systems could have accessed your name, address, phone number, email address, and payment card information, such as credit/debit card number, CVV code, and expiration date. The incident did not involve your Social Security number.
What We Are Doing	Upon learning of the incident, Probiotic America promptly requested that 1ShoppingCart provide us with additional information about the incident, as well as a list of individuals who may have been impacted. We have been working with 1ShoppingCart to obtain additional information about the nature of the event in order to determine the impact to your personal information. On October 30, 2020, we confirmed that some of your personal information may have been affected by the incident. We are not aware of any instances of fraud or identity theft arising out of the incident. Nonetheless, out of an abundance of caution, we wanted to provide you with notice about the incident.
What You Can Do?	As a precautionary measure, we also recommend that you remain vigilant to protect against potential fraud by, among other things, reviewing your account statements and credit reports closely. If you detect any suspicious activity, you should promptly notify the financial institution or company with which the account is maintained.
Other Important Information	You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com , by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at https://www.annualcreditreport.com/manualRequestForm.action . Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting agencies as specified below to find out more information:

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

Experian
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion
1-888-909-8872
www.transunion.com
P.O. Box 160
Woodlyn, PA 19094

If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the California Attorney General's Office at (916) 445-9555.

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfc_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

Iowa Residents: Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

Massachusetts Residents: 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. Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze can be placed without any charge. A security freeze prohibits a credit 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.

Other Important Information

Other Important Information	<u>New York State Residents:</u> New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; https://ag.ny.gov/consumer-frauds/identity-theft ; (800) 771-7755. <u>North Carolina Residents:</u> North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov . This notification was not delayed by law enforcement.
For More Information	For further assistance, please call 1-833-971-3278 8:00 am to 5:30 pm Central Time, Monday – Friday excluding major US holidays.

We value the trust you place in us and take our responsibility to safeguard your personal information seriously. We apologize for any inconvenience or concern this incident might cause.

Sincerely,

The Probiotic America Team