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February 23, 2021

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

Jacuzzi values the relationship we have with our employees and understands the importance of protecting personal information. We are writing to inform you about an incident that may involve information we maintain pursuant to your current or prior employment with Jacuzzi or BathWraps.

We have resolved the issue and have taken steps to mitigate any potential impact. We continue to work with the third party cyber security firm to supplement and strengthen our existing security measures. We have also provided information to law enforcement about the incident. In addition, to help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include two years of Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **May 25, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

For More Information

We take the safety and security of your personal information seriously. We regret any concern this may have caused you. If you have questions or need additional information, please call 1-???-???-???? between the hours of 9:00 AM and 6:30 PM Eastern Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Pierson", enclosed within an oval shape.

Brian Pierson  
Chief Operating Officer

## **GUIDANCE FOR PROTECTING YOUR IDENTITY AND PERSONAL INFORMATION**

Massachusetts law grants you the right to obtain any police report filed concerning this security 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 permits consumers to request a security freeze. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without written authorization. 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. There is no fee for placing, lifting or removing a security freeze on a credit report.

To place a security freeze on your credit reports, you must separately place a security freeze on your file at each of the three major reporting agencies. You may contact each of the credit reporting agencies at the addresses below for more information:

**Equifax Security Freeze, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com), 1-800-349-9960**

**Experian Security Freeze, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742**

**TransUnion Freeze, PO Box 2000, Chester, PA 19022-2000, [www.transunion.com](http://www.transunion.com), 1-800-909-8872**

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

1. Your full name, address, Social Security number, and date of birth;
2. Addresses where you lived over the previous five years;
3. Proof of current address such as a utility or phone bill;
4. A photocopy of a government issued identification card;
5. If you are an identity theft victim, include a copy of the police report, investigative report, or complaint.

The credit reporting agencies will place a freeze providing credit reports to potential creditors three business days from receiving your letter. The credit reporting agencies will send you a confirmation letter containing a unique PIN or password that can be used to authorize the removal or lifting of a security freeze, five business days from receiving your letter to place a freeze on your account.

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 identity 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.

## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.