19825

GOODWIN

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100 Northern Avenue
Boston, MA 02210

goodwinlaw.com
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February 26, 2021

VIA ONLINE SUBMISSION

RE: NOTICE OF DATA SECURITY INCIDENT

Dear Sir/Madam:

We write on behalf of Quicken Inc. ("Quicken"), headquartered at 3760 Haven Avenue Menlo Park, CA 94025, to notify you of a data security incident that Quicken recently experienced. Specifically, on or around February 5, 2021, Quicken discovered that certain personal information belonging to a small number of current and former Quicken customers was potentially vulnerable to unauthorized access. This personal information was provided by current and former Quicken customers during phone calls to Quicken's Customer Care representatives and stored in Quicken's third-party customer relationship management system. The vulnerability appears to have been present since 2019.

My name is Alex Intile, and I am reporting the data security incident in my capacity as an attorney at Goodwin Procter LLP ("Goodwin"). After learning of the incident, Quicken engaged Goodwin as outside legal counsel, promptly corrected the vulnerability, and modified its internal processes to further secure such data and its third-party systems. Quicken has no evidence that the information was accessed by a malicious actor, misused in any way, or that any individual has suffered from identity theft as a result of the incident. Quicken maintains a written information security program ("WISP"), and has not updated its WISP in response to the incident. Additionally, neither the Quicken software nor any Quicken-operated software and technology was affected by this incident.

Quicken worked to determine the nature and scope of the information affected after discovering the incident. The information varies by individual but includes driver's license information and financial information. Quicken has identified ten (10) Massachusetts residents who may have been affected and has notified them of this incident. As noted above, at this time Quicken does not have any evidence that any individual has suffered from identity theft as a result of the incident.

Quicken is taking prompt action to assist the Massachusetts residents who may be impacted by this incident. Quicken has notified the residents and recommended actions the residents can take to protect themselves, such as monitoring account statements, obtaining credit reports, and monitoring emails for potential phishing attempts. Quicken also will make available 24 months of identity protection services from Equifax ID Patrol, at no cost to the individual. A template copy of the notice sent to the individuals on February 19, 2021 is attached to this letter.

Thank you for your attention to this matter.

Sincerely,

Alex Intile

Alex Intile

Quicken

February 19, 2021

«Name»
«Street_Address»
«City», «State_mailing» «Zip_Code»

Notice of Data Security Incident

Dear «Name»,

We are contacting you because Quicken Inc. ("Quicken") recently experienced a data security incident related to our third-party customer care tracking system that could have included some of your personal information. Please review this letter carefully to learn about the incident and about the resources our company is providing to you to monitor your personal information and help protect yourself against identity theft.

What happened?

Quicken recently discovered that certain customer information collected as part of your conversation with our Customer Care team, and stored in Quicken's third-party customer relationship management system, was potentially vulnerable to unauthorized access. The vulnerability appears to have been present since 2019. **We have no evidence that any malicious actor actually accessed this information.** On or around February 1, 2021, Quicken became aware of the vulnerability, immediately corrected it, and identified certain personal information belonging to a small number of current and former Quicken customers that had potentially been at risk to unauthorized access. You are receiving this notice because you are one of a small group of people who Quicken determined may have had some of their personal information subject to the vulnerability.

Neither the Quicken software nor any Quicken-operated technology was affected by this incident.

What information was involved?

The personal information potentially vulnerable to access relates to information you provided during your conversation with Quicken's Customer Care representatives. In your case this included your Quicken data file which may contain financial institution information (but not passwords), email address, and phone number. **At this time, we do not have any evidence that the information was accessed by a malicious actor, misused in any way, nor that any individual has suffered from identity theft as a result of the incident.**

What are we doing?

Quicken takes this issue very seriously. After learning of the incident, we immediately corrected the vulnerability. We also modified our internal processes to further secure such data and our third-party systems.

Out of an abundance of caution, and as an added protection, Quicken is offering you a two-year membership to Equifax ID Patrol at no cost to you. This product provides you with superior detection and resolution of identity theft. To activate your membership and start monitoring your personal information, please follow the steps below:

1) Ensure that you enroll by: 6/30/21 (Your code will not work after this date.)
2) Visit the Equifax ID Patrol website to enroll: http://www.myservices.equifax.com/patrol
3) Provide your unique activation code: «Credit_monitoring_»

If you have questions about the product, or need assistance with activation, contact Equifax's Customer Care team at 1-866-640-2273 on or before June 30, 2021.

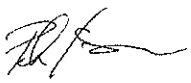
What you can do:

We recommend that you enroll in the Equifax program and, as always, remain vigilant for incidents of fraud and identity theft, including regularly viewing your account statements and monitoring your free credit reports. In addition, we recommend that you monitor your email for potential phishing attempts. For more information on how you can help protect yourself, please go to the page on our website which covers this topic in detail: www.quicken.com/phishing-prevention-tips.

For more information:

If you have any questions or concerns about this incident contact Quicken Care at 1-888-476-0041. We regret that this incident occurred and any inconvenience it may cause you. We thank you for your continued support.

Sincerely,



Pehr Lawson
VP Quicken Customer Care

Quicken

February 19, 2021

Name
Address
City, State, Zip

Notice of Data Security Incident

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Neither the Quicken software, your Quicken data, nor any Quicken-operated technology was affected by this incident.

What information was involved?

The personal information potentially accessed relates to information you provided during your conversation with Quicken's Customer Care representatives. In your case this included your driver's license information, email address, and phone number. **At this time, we do not have any evidence that the information was accessed by a malicious actor, misused in any way, nor that any individual has suffered from identity theft as a result of the incident.**

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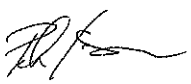

Pehr Lawson
VP Quicken Customer Care