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Corporate Office  
650 Liberty Avenue  
Union, NJ 07083  
908-688-0888

April 6, 2021

Via U.S. Mail

Re: **Credit Card Information Potentially Compromised**

Dear Bed Bath & Beyond Customer:

We are writing to tell you that we recently discovered an incident affecting the security of your personal information, including your credit or debit card information.

We sincerely apologize for any inconvenience or concern this may cause. We take the confidentiality of our customer's financial information very seriously and we want to ensure our customers are informed in order to detect and prevent potential unauthorized charges on their cards.

**You are receiving this letter because your credit card/debit card information may have been compromised.**

We have conducted an internal investigation and determined this potential compromise was an isolated incident that occurred in one specific store with one specific employee. The employee has since been removed from Bed Bath & Beyond. We take the confidentiality of our customers' financial information very seriously and we want to ensure our customers are informed in order to detect and prevent potential unauthorized charges on their cards. We also partnered with our Corporate Loss Prevention department who investigated this incident. We will be notifying the banks that process payment cards for us, and we understand that they will be notifying the bank(s) that issued the card(s) you used at our store to place an order with this particular employee. However, as a cautionary measure, you should also notify your card's issuing bank so that they can either reissue your card or take other precautionary measures to protect your account.

If you believe there is an unauthorized charge on your card, please contact your bank to have it removed. Additionally, we recommend you vigilantly check your account statements and monitor the free credit reports that are available to you. See the attached additional information that your state has asked us to provide on how you can protect yourself from identity theft.

We sincerely apologize for any inconvenience or concern this has caused you and we want you to be assured that we are taking steps to prevent a similar occurrence. We understand the importance of the situation and we stand ready and willing to help you. We are offering one (1) free year of credit monitoring services to our customers who have received this letter. You may redeem this offer until June 30, 2021. For details regarding these credit monitoring services or if you have any questions or concerns about this matter please contact us at 908-613-5786 between the hours of 9 am until 5 pm (EST) Monday through Friday.

Sincerely,

Mike Wiles  
Head of Customer Care

## Protection from Identity Theft

State law requires us to inform you of your right to request from us a copy of any police report filed in connection with 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. You also have the right to place a security freeze on your credit report at no charge. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

### **Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

### **TransUnion (FVAD)**

P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)