

Walgreens

20225

April 15, 2021



Dear [REDACTED]

I am writing to advise you of an error that occurred during the processing of an income tax document ("W-2") request from our Support Office that occurred on February 22, 2021, which involved the disclosure of your personal information. Unfortunately, during the processing of a W-2 request for another individual, a Walgreens team member selected and sent your W-2 via email to the requesting individual. The information on your W-2 consisted of your name, address, social security number, and income information. This error was discovered later that same day, when the recipient contacted us regarding the error. We have confirmed that the recipient deleted your W-2 information from his or her email account and retains no copies. We are very sorry this happened. Please be assured the team member responsible for the error has been counseled to prevent future mistakes.

We are very sorry this happened and want you to know that we have received confirmation from the other individual that the email was properly destroyed. Please be assured that we have taken the appropriate disciplinary actions with the team member responsible for this incident, to prevent future occurrences. We are also providing you with a complimentary two-year membership of TransUnion's® myTrueIdentity. To activate your membership and start monitoring your personal information please follow the steps outlined in the following page. We appreciate and value the confidence that our pharmacy patients place in Walgreens and take care to safeguard their privacy. The last thing we want to do is compromise that trust.

We take our obligation to protect your information very seriously. If you have any additional questions or concerns, you may contact the Walgreens Privacy Office toll free number at (877) 924-4472, or in writing at 200 Wilmot Road, MS 9000, Deerfield, Illinois 60015.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Dailey".

Kevin Dailey
Walgreens Privacy Office
Walgreen Co.

Additional Details About Your Complimentary Two-Year myTrueIdentity Credit Monitoring Service:

As mentioned in the body of your letter, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for two years provided by TransUnion Interactive, a subsidiary of TransUnion, one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as "Enter Activation Code," enter the 12-letter Activation Code [REDACTED] and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode [REDACTED] and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **August 31, 2021**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

Protect your Information

Review Your Account Statements. It is important that you remain vigilant in reviewing your account statements and monitoring credit reports closely. Even though no financial information was involved in this incident, any time you detect suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, or the Federal Trade Commission. In some states, you may also obtain a police report regarding this incident.

Obtain and Monitor Your Credit Report. You have the right to obtain a free copy of your credit report from each of the 3 major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 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 <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>. Or you can elect to purchase a copy of your credit report and optional remediation services by contacting one of the three national credit reporting agencies shown below:

<p><u>Equifax</u> (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374</p>	<p><u>Experian</u> (888) 397-3742 www.experian.com 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626</p>	<p><u>TransUnion</u> (800) 916-8800 www.transunion.com 2 Baldwin Place P.O. Box 1000 Chester, PA 19016</p>
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Consider Placing a Fraud Alert on Your Credit Report. You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Other Important Information

Security Freeze. In some U.S. states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, cell phone, or any service that requires a credit check. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to \$10 to place, lift, or remove the security freeze; however, this fee may be less in certain states (in MA, there shall be no charge). In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. You must separately place a security freeze on your credit file with each credit reporting agency referenced above.

Take Advantage of Additional Free Resources on Identity Theft In addition to credit reporting agencies, you can also contact the Federal Trade Commission (FTC) about fraud alerts and security freezes, as well as how to avoid or prevent identity theft. The FTC identity theft hotline number is: 1-877-ID-THEFT (877-438-4338); TTY: 1-866653-4261. They also provide information on-line at www.ftc.gov/idtheft, and their mailing address is 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.