



VIA CERTIFIED MAIL R/R/R

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Re: Recent Security Incident

[REDACTED]

DCD BT North, Inc. d/b/a Nucar Toyota of Norwood, a wholly owned subsidiary of DCD Automotive Holdings, Inc., values your business and respects the privacy of your information which is why, as a precautionary measure, we are writing to let you know about a data security incident related to the Microsoft Edge Browser that involves your personal information. This occurred on or about June 19, 2023. We deeply regret that this incident occurred and can assure you we are taking all necessary actions to make sure your information is protected going forward by minimizing the use of Microsoft Edge when accessing customers' personal information.

What Happened

We were recently alerted to the fact that Microsoft added an undocumented function to a feature in its Edge browser by which Edge transmits the URLs visited by a user and the Bing search engine could apparently index those URLs to display Bing search results. As a result, when authorized employees accessed one of our vendor's systems using Edge, certain URLs that are typically not visible to the public could nevertheless become indexed and searchable on Bing. The odds that anyone actually accessed your information are low; we are notifying you out of an abundance of caution.

What We Are Doing

We have been informed by our vendor that our systems have not been compromised and a temporary change to remove access to the URLs and files will prevent recurrence. The information that was compromised is your name, email address, cell phone number, address and Driver's License. Your social security number was *not* compromised in this incident.



What You Can Do

You have the right to obtain a police report about this incident and Nucar will assist in any way possible if you chose to file a report. You may also request a security freeze. Under federal law, you can freeze and unfreeze your credit record for free at the three national credit reporting companies (Experian, TransUnion and Equifax). This freeze will not apply to anyone who requests your credit report for tenant-screening, insurance purposes or employment. You can learn more about this process at <https://www.consumerfinance.gov/ask-cfpb/what-does-it-mean-to-put-a-security-freeze-on-my-credit-report-en-1341/>

I have also attached a document outlining *Steps You Can Take To Further Protect Your Information*.

Please feel free to contact me at 617-308-1627, or smadar@dcd.auto if you have any further questions.

Very truly yours,

Serena D. Madar
General Counsel & Chief Compliance Officer



Steps You Can Take to Further Protect Your Information

- **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely to detect errors resulting from the incident. If you detect any 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, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to IdentityTheft.gov or call I-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies. The FTC is located at 600 Pennsylvania Ave. N.W. Washington, D.C. 20580.

- **Obtain and Monitor Your Credit Report**

We recommend that you obtain a free copy of your credit report from each of the three 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 access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. Or you can 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 provided below:



277 Providence Hwy, Norwood, MA 02062

Equifax (866) 349-5191 www.equifax.com	Experian (888) 397-3742 www.experian.com	TransUnion (800) 888-4213 www.transunion.com
P.O. Box 740241 Atlanta, GA 30374	P.O. Box 4500 Allen, TX 75013	2 Baldwin Place P.O. Box 1000 Chester, PA 19016

For information on your rights under the federal Fair Credit Reporting Act, please visit <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>.

- **Consider Placing a Fraud Alert on Your Credit Report**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert 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>.

- **Take Advantage of Additional Free Resources on Identity Theft**

We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>.

For more information, please visit <https://www.identitytheft.gov> or call 1-877-ID-THEFT (877-438-4338). A copy of Identity Theft — A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at

https://www.bulkorder.ftc.gov/system/files/publications/501a_idt_a_recovery_plan_508.pdf