



May 21, 2024

Name  
Address  
City, State Zip

Subject: NOTICE OF DATA BREACH

Reference: 9521CT

Dear Insert Name:

Walgreens values your privacy. We recently became aware of fraudulent activity at a Walgreens store in Connecticut that may have affected your payment card information.

**WHAT HAPPENED**

On April 9, 2024, an unauthorized skimming device was attached to a point-of-sale pin pad at our store located at 1000 Park Avenue in Bridgeport, Connecticut. The skimming device was removed immediately upon identification the next morning, on April 10, 2024. The impacted pin pad was located at the front of store checkout counter, not the pharmacy. Law enforcement was promptly contacted, and a criminal investigation is pending.

At this point, we are unable to determine if the skimming device successfully captured and transmitted information related to payment cards (e.g. credit card, debit card, HSA card, etc.) used at the pin pad April 9 – 10, 2024. Out of an abundance of caution, we are notifying customers that may have been impacted. Our records indicate that the payment card you used to complete your purchase in this store may have been included in this potential compromise.

**WHAT INFORMATION WAS INVOLVED**

*Please be assured that your bank account, driver's license number and Social Security Number were NOT compromised.*

The skimming devices may have captured the following information (where applicable): your payment card number; expiration date; security code; PIN number, and your first and last name. At this point; however, we are unaware of reports of fraud or any other misuse of personal information.

**WHAT WE ARE DOING**

Walgreens promptly removed the skimming device. Walgreens also notified law enforcement and continues to cooperate with their investigation. We deeply regret this incident and any inconvenience it may have caused. To help protect your identity, we also are offering a complimentary one-year membership to Equifax® Credit Watch Gold. To activate your membership and start monitoring your personal information please follow the steps outlined in the following page.

**WHAT YOU CAN DO**

Walgreens asks that customers remain vigilant and frequently review credit card and bank account statements. We have enclosed information on steps you can take to further protect your information, and how to receive your free one-year credit monitoring membership. We strongly encourage that you take advantage of this offer at no cost to you.

**FOR MORE INFORMATION**

For further information and assistance, please contact Walgreens toll free number 1(877) 924-4472. You can also contact us in writing at 108 Wilmot Road, MS 3213, Deerfield, Illinois 60015.

We appreciate and value the confidence that you place in Walgreens. We take our obligation to protect your information very seriously. Please know we will continue to work diligently to protect your personal information.

Sincerely,

**Abby Martinez**  
**Privacy Officer, Walgreen Co.**



### **Additional Details About Your Complimentary One-Year *Equifax Credit Watch Gold* 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 (*Credit Watch Gold*) for one year provided by Equifax,<sup>®</sup> one of the three nationwide credit reporting companies.

#### **How to Enroll: You can sign up online or by telephone**

- To enroll in this service, go to the Equifax website at [www.equifax.com/activate](http://www.equifax.com/activate) and, in the space referenced as “Enter Activation Code,” enter the 12-digit Activation Code **CODE** and follow the four steps to receive your credit monitoring service online within minutes.
- To access the Equifax Credit Watch automated enrollment process by phone, call 1-866-937-8432 (select Option 5 and then Option 1, when prompted by the automated system).

You can sign up for the credit monitoring service anytime between now and **DATE**. 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 Equifax 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 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:**

- Once you are enrolled, you will be able to obtain one year of unlimited access to your Equifax credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at Equifax, 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 with a dedicated Identity Restoration Specialist 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:



<b><u>Equifax</u></b> 1(800) 685-1111 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374	<b><u>Experian</u></b> 1(888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626	<b><u>TransUnion</u></b> 1(800) 916-8800 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 1000 Chester, PA 19016
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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 in this letter.

To place a credit freeze on your credit file, you may send a written request by regular, certified, or overnight mail to the addresses below. You may also place a credit freeze through each of the consumer reporting agencies' websites or over the phone using the contact information below:

Equifax Information Services LLC  
P.O. Box 105788  
Atlanta, GA 30348-5788  
1-888-298-0045  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

***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](http://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.