



SoundHouse LLC

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<<insert date>>

<<insert name>>

<<address>>

<<address>>

Dear <<insert name>>,

We are writing to advise you of a data security incident that may have affected some of your personal information. We take protection of your information very seriously and are contacting you directly to explain the circumstances of the incident.

#### What Happened?

On March 23, 2021, SoundHouse, LLC discovered an incident that affected your data and promptly launched an investigation and took steps to the end the incident.

#### What We Are Doing.

Once we discovered the incident we immediately took action to prevent further unauthorized access, conducted a detailed forensic review to identify what data was potentially impacted, and we are now notifying potentially affected individuals. We are reviewing additional controls, IT security measures and safeguards to help prevent this type of incident from occurring in the future. In addition, we are promoting general security awareness throughout the organization.

While we do not have evidence to indicate that your information has been misused, to help protect your identity, we are offering a complimentary two-year membership for Experian's® IdentityWorks<sup>SM</sup>. This product provides you with identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** <<insert date>> (your code will not work after this date)
- **Visit** the Experian IdentityWorks<sup>SM</sup> website to enroll: <<insert URL>>
- Provide your **activation code:** <<insert code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks<sup>SM</sup> online, please contact Experian's customer care team at 877.890.9332 by <<insert date>>. Be prepared to provide engagement number <<insert code>> as proof of eligibility for the identity restoration services by Experian.

**What You Can Do.**

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, such as remaining vigilant by regularly reviewing your account statements and monitoring free credit reports, reviewing recommendations by the Federal Trade Commission regarding identity theft protection, and placing a fraud alert or a security freeze on your credit file.

**For More Information.**

We regret this incident occurred and hope that the consumer protection services we are offering help alleviate any potential concerns. If you have questions about this incident, please call us toll-free at 1-800-449-3285.

Sincerely,

SoundHouse LLC

## Additional Resources

The contact information for the three nationwide credit reporting agencies and the Federal Trade Commission is listed below. You can obtain information from these resources about preventing identity theft, fraud alerts and security freezes.

Equifax Credit Information Services Inc.  
P.O. Box 740241  
Atlanta, GA 30374  
1-800-525-6285

TransUnion LLC  
P.O. Box 2000  
Chester, PA 19022-2000  
1-800-680-7289

Experian Inc.  
P.O. Box 9554  
Allen, TX 75013  
1-800-397-3742

Federal Trade Commission  
Consumer Response Center  
60 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-438-4338  
[www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/)

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are a victim of identity theft, you also have the right to file a police report and obtain a copy of it.

### Security Freezes

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies listed below. To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<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>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name
2. Social Security number
3. Date of birth
4. Current and previous addresses
5. Proof of current address (e.g., utility bill)
6. Copy of state-issued identification card (e.g., driver's license)
7. Social Security card, pay stub, or W2
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

## Additional Details Regarding Your 2-Year Experian IdentityWorks<sup>SM</sup> Membership:

A credit card is **not** required for enrollment in Experian IdentityWorks<sup>SM</sup>.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks<sup>SM</sup>:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks<sup>SM</sup> ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks<sup>SM</sup> membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.890.9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.