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Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

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**Notice of Data Security Incident**

Dear <<Name 1>>,

We are writing to tell you about a data security incident that may have exposed some of your personal information. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the incident.

While we have no reason to believe that your personal information has been misused, we are notifying you so that you have the information and tools necessary to help detect and prevent any potential misuse of your personal information. The personal information acquired may have included your first and last name, credit and/or debit card number, expiration date, and security code.

Handi Quilter regrets that this incident occurred. As soon as we learned of the incident, we conducted an internal investigation and took steps to contain the incident and enhance payment card security beyond our daily security scans of the website. To further secure our payment card security we have implemented new security measures to prevent the reoccurrence of such an attack and to protect the privacy of our valued customers.

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for twelve (12) months provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. To enroll in this service please review the additional information provided with this letter.

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

Protecting your information is important to us. If you have questions, please call 1-855-535-1877, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time.

Sincerely,

Handi Quilter, Inc.

## ADDITIONAL RESOURCES

### Contact information for the Nationwide Credit Reporting Agencies:

**Equifax**  
PO Box 740241  
Atlanta GA, 30374  
1-800-685-1111  
www.equifax.com

**Experian**  
PO Box 2104  
Allen, TX 75013  
1-888-397-3742  
www.experian.com

**TransUnion**  
PO Box 2000  
Chester, PA 19016  
1-800-888-4213  
www.transunion.com

**Free Credit Report:** You may obtain a free copy of your credit report, once every 12 months from each of the three nationwide credit reporting agencies. You may request a report online at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling toll free 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to **Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.**

**Fraud Alerts:** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report free of charge if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze:** You can place a security freeze, also known as a credit freeze, on your credit report free of charge. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a security freeze 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 5 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, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices:** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission ("FTC") and/or the Attorney General's office in your home state. The FTC and your State Attorney General's Office can provide you with more information about preventing identity theft, fraud alerts, and security freezes. You can contact the FTC at:

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

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, [www.ct.gov/ag](http://www.ct.gov/ag), 1-860-808-5318.

**For District of Columbia Residents:** You may contact the Office of the Attorney General, Office of Consumer Protection, 400 6th Street, NW, Washington DC, 20001, [www.oag.dc.gov](http://www.oag.dc.gov), (202) 442-9829.

**For Iowa Residents:** You are advised to report suspected incidents of identity theft to local law enforcement or the Iowa Attorney General. You may contact the Office of the Iowa Attorney General, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), 1-888-777-4590.

**For Maryland Residents:** You may contact the Office of the Maryland Attorney General, 200 St. Paul Place, Baltimore, MD 21202, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov), 1-888-743-0023.

**For New York Residents:** For more information on identity theft, you can contact the following state agencies: The Office of the New York Office of the Attorney General, The Capitol, Albany NY 12224-0341, [www.ag.ny.gov](http://www.ag.ny.gov), 1-800-771-7755 or The New York Department of State Division of Consumer Protection, Assistance Unit 99 Washington Avenue Albany, New York 12231-[www.dos.ny.gov/consumerprotection](http://www.dos.ny.gov/consumerprotection), 1-800-697-1220.

**For North Carolina Residents:** You may contact the North Carolina Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island Residents:** You may contact the Rhode Island Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), 1-401-274-4400.

**Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** You have the right to file or obtain a police report if you are a victim of identity theft. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Rhode Island Attorney General.

**Rights under the Fair Credit Reporting Act, 15 U.S.C. 1681a.**

**For New Mexico Residents:** You have rights under the Fair Credit Reporting Act, such as the right to be told information in your credit files has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. The consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. Consumer reporting agencies may not report outdated negative information. You may have additional rights under the Fair Credit Reporting Act not summarized here. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting <https://www.consumerfinance.gov/consumer-tools/credit-reports-and-scores>.



### **Complimentary One-Year *myTrueIdentity***

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion,<sup>®</sup> 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 <<**Insert Unique 12-letter Activation Code**>> 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 <<**Insert static 6-digit Telephone Pass Code**>> 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 <<**Enrollment Deadline**>>. 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 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:**

- Once you are enrolled, you will be able to obtain one year 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.)