

23304

ELEVATED  
T I T L E

P.O. Box 989728

West Sacramento, CA 95798-9728

To Enroll, Please Call:

1-833-909-3931

Or Visit:

<https://response.idx.us/elevated-title>

Enrollment Code: <<Enrollment>>

<<FirstName>> <<MI>> <<LastName>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

October 14, 2021

Dear <<FirstName>> <<MI>> <<LastName>>:

Elevated Title, LLC ("Elevated") writes to inform you of a recent event that may affect the privacy of some of your information. While we have no evidence of any actual or attempted misuse of any information as a result of this incident, this notice provides you with information about our response to this incident and resources available to you to help protect your information from possible misuse.

The confidentiality, privacy, and security of information in our care are among our highest priorities, and we take this incident very seriously. As part of our ongoing commitment to the security of information in our care, we are working to review our existing policies and procedures, and are working to evaluate additional measures and safeguards to protect against this type of incident in the future.

As an added precaution, and at no cost to you, we are providing you with access to identity theft protection services. Services are for 24 months from the date of enrollment. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf. Instruction on how to enroll are identified below:

**1. Website and Enrollment.** Go to <https://response.idx.us/elevated-title> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the enrollment deadline is January 14, 2022.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-833-909-3931 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

#### Monitor Accounts

We also encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be

aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

Equifax  
P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. 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.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

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

You can further educate yourself regarding identity theft prevention, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (877-438-4338), and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them, and you can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement, the FTC, the Massachusetts Attorney General and the relevant financial institution. This notice has not been delayed by law enforcement.

**For More Information.** We recognize that you may have additional questions not addressed in this letter. To ensure your questions are answered in a timely manner, we established a dedicated assistance line at 1-833-909-3931 which can

be reached Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time. You may also write to us at Elevated Title, LLC, 1701 Barrett Lakes Blvd, Suite 260, Kennesaw, GA 30144.

Sincerely,

Elevated Title, LLC

# EXHIBIT A2



P.O. Box 989728  
West Sacramento, CA 95798-9728

To Enroll, Please Call:

1-833-909-3931

Or Visit:

<https://response.idx.us/elevated-title>

Enrollment Code: <<Enrollment>>

<<FirstName>> <<MI>> <<LastName>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

October 14, 2021

## NOTICE OF DATA BREACH

Dear <<FirstName>> <<MI>> <<LastName>>:

Elevated Title, LLC ("Elevated") provides titling services to certain lenders regarding the purchase of commercial and residential real estate. Elevated is writing to notify you of an incident that may affect the privacy of some of your personal information provided during a recent mortgage transaction with <<Variable Data 1>>. This letter provides details of the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** On or around November 18, 2020, Elevated became aware of unusual activity relating to an Elevated email account. In response, we immediately began an investigation and the investigation determined that an unknown individual(s) accessed certain Elevated email accounts at various times from July 21, 2020 until December 19, 2020. An additional review was undertaken to identify the types of information that were present in the relevant email accounts. On or around August 27, 2021, we determined that information related to individuals associated with some of our business partners was present in the accounts. We notified these business partners and then began notifying potentially affected individuals.

**What Information Was Involved?** Our investigation determined that one or more of the following types of information related to you were present in at least one email account at the time of the incident: your name, email address, phone number, mailing address, Social Security number, financial account information, payment card information, driver's license and/or state identification number, passport number, military identification number, medical information, health insurance information, dates of birth, and/or digital signature. To date, we are unaware of any actual or attempted misuse of your personal information as a result of this incident.

**What Are We Doing?** Upon learning of this incident, we moved quickly to investigate and respond to this incident. We assessed the security of our email tenant and continue to review and enhance existing policies and procedures to reduce the likelihood of a future similar event. As an added precaution, we are offering, at no cost to you, access to identity theft protection services through IDX for <<Variable Data 2>> months.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity for the next twelve (12) to twenty-four (24) months. You may also review the information in the attached *Steps You Can Take to Help Protect Your Information*, which also includes information regarding the enrollment in the credit monitoring we are offering at no cost to you. While the credit monitoring is being offered at no cost to you, you will need to enroll in this service yourself.

***For More Information.*** We recognize that you may have additional questions not addressed in this letter. To ensure your questions are answered in a timely manner, we established a dedicated assistance line at 1-833-909-3931 which can be reached Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time. You may also write to us at Elevated Title, LLC, 1701 Barrett Lakes Blvd, Suite 260, Kennesaw, GA 30144.

Sincerely,

Elevated Title, LLC

## STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

### Enroll in IDX Protection Services

- 1. Website and Enrollment.** Go to <https://response.idx.us/elevated-title> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the enrollment deadline is January 14, 2022.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-833-909-3931 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

## **Additional Information**

If you had a username and password involved in this incident, we recommend that you change the password and any security question or answer for that account immediately. If you reuse usernames and passwords for other online accounts, it is recommended that you change the password and any security question or answer for those online accounts, as well. Further, as a general precaution, you should never use the same password for more than one online account. When creating passwords, they should be complex and not contain personal information.

You can further educate yourself regarding data security best practices, identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also 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.

***For District of Columbia residents***, the District of Columbia Attorney General can be reached at: 441 4th St. NW #1100 Washington, D.C. 20001; (202) 727-3400; email at [oag@dc.gov](mailto:oag@dc.gov).

***For Maryland residents***, the Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023 or 1-410-528-8662; [www.oag.state.md.us](http://www.oag.state.md.us).

***For New Mexico residents***, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file 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. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

***For New York residents***, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; and <https://ag.ny.gov/>.

***For North Carolina residents***, the Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; [www.ncdoj.gov](http://www.ncdoj.gov).

***For Rhode Island residents***, the Rhode Island Attorney General can be reached at: 150 South Main Street, Providence Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 3 Rhode Island residents impacted by this incident.

***Vermont Residents:*** If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).