



24595

December 3, 2021

«Name»
«Street_Address»
«City», «State» «Zip»

Dear «Name»,

We are writing to inform you of a recent incident that may have exposed some of your personal information provided in connection with an order placed with Reggio Register Company, LLC, an affiliate of Renovation Brands, LLC, between November 1, 2021 and November 4, 2021. The information involved may include the name, billing and shipping addresses, phone number, email address, credit card or debit card number, expiration date, and card verification number (CVV2) used with your order. «Last 4 of Affected Card» While we have no indication that your personal information has been used inappropriately, we are writing to provide you with some steps you can take to protect your personal information.

We recommend that you regularly review your statements related to the payment card referenced above, to remain vigilant for incidents of fraud on your payment card, and immediately report any suspicious activity to your card provider. Never provide personal information in a response to an electronic communication about a data security incident.

We also encourage you to remain vigilant of identity theft or fraud. You should review your account statements and credit reports and report any suspicious activity or suspected identity theft. If you do find suspicious activity of identity theft or fraud, you should call your local police and file a police report of identity theft or fraud. 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 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: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). 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, 888-298-0045, P.O. Box 105788, Atlanta, GA 30348, www.equifax.com/personal/credit-report-services
Experian, 888-397-3742, P.O. Box 9554, Allen, TX 75013, www.experian.com/freeze/center.html
TransUnion, 888-909-8872, P.O. Box 160, Woodlyn, PA 19094, 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 (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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
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.

You may also place a fraud alert on your credit report at no cost. A fraud alert is a notice that can be placed on a consumer's credit report that alerts companies who may extend credit that the consumer may have been a victim of identity theft or fraud. When a fraud alert is displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. There are two types of fraud alerts: an "initial" fraud alert that lasts for one year, and an "extended" fraud alert for victims of identity theft or fraud that lasts seven years. A fraud alert should not affect your ability to get a loan or credit, but it may cause some delay if you are applying for credit. To place a fraud alert, please contact one of the credit reporting agencies at:

Equifax, 888-836-6351, P.O. Box 105069, Atlanta, GA 30348, www.equifax.com/personal/credit-report-services

Experian, 888-397-3742, P.O. Box 9554, Allen, TX 75013, www.experian.com/fraud/center.html

TransUnion, 800-680-7289, P.O. Box 2000, Chester, PA 19016, www.transunion.com/fraud-alerts

Additionally, you may obtain a free copy of your credit report from each of the credit bureaus once a year by visiting <http://www.annualcreditreport.com>, or calling 877-322-8228. Hearing impaired consumers can access TDD service at 877-730-4104. You may contact the nationwide credit bureaus at:

Equifax, 866-349-5191, P.O. Box 740241, Atlanta, GA 30374, www.equifax.com/FCRA

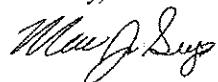
Experian, 888-397-3742, P.O. Box 9701, Allen, TX 75013, www.experian.com

TransUnion, 800-916-8800, P.O. Box 2000, Chester, PA 19022, www.transunion.com

You may find additional information about fraud alerts, security freezes, and suggestions you can take to protect yourself from identity theft or fraud by contacting the Federal Trade Commission ("FTC") or your state Attorney General. The FTC provides suggestions for actions you may take in the event of identity theft at www.consumer.ftc.gov/features/feature-0014-identity-theft. You may also call the FTC for more information at 1-877-ID-THEFT (438-4338) (TTY: 1-866-653-4261), or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

We sincerely regret and apologize for any inconvenience this may cause you. Please do not hesitate to email customersecurity@reggio.com or call 1-800-880-3090 if you have any questions or concerns.

Sincerely,



Marc Sieger
CEO