



<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

<<b2b_text_1(VARIABLE HEADER FIELD)>>

Dear <<First_Name>> <<Last_Name>>:

<<b2b_text_2(Variable State Holding Company)>> d/b/a Sarku Japan ("Sarku Japan") is writing to inform you of a recent event that may impact the security of some of your information. The confidentiality, privacy, and security of information in our care are among our highest priorities. Upon learning of the event, we moved quickly to investigate and respond to the event, assess the security of our systems, and notify potentially affected individuals. We are notifying potentially affected individuals, including you, so that you may take further steps to best protect your information, should you feel it is necessary to do so. We regret any inconvenience or concern this event may cause. As an added precaution, and although we do not have any indication of any actual or attempted misuse of your personal information, we are offering identity monitoring services through Kroll for 24 months at no cost to you.

We encourage you to remain vigilant against incidents of identity theft, to review your account statements, and to monitor your credit reports for suspicious activities. If you see any suspicious charges on your credit card statements, we encourage you to promptly report the suspicious charges to the issuer of your credit card. Additional information and resources are included in the enclosed *Steps You Can Take To Help Protect Personal Information*. You may activate the complimentary identity monitoring services available to you. Activation instructions are enclosed in this letter.

If you have additional questions, please call the dedicated assistance line at 1-855-541-3570, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your Membership Number ready, which can be found in the enclosed *Attachment*.

Sincerely,

Tony Chiu
VP Finance & CFO
Sarku Japan

Steps You Can Take to Help Protect Personal Information

ACTIVATE IDENTITY MONITORING

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for 24 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include **Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.**

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(ActivationDeadline)>> to activate your identity monitoring services.

Membership Number: <<MembershipNumber (S_N)>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central time, excluding major U.S. holiday. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

MONITOR YOUR ACCOUNTS

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 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.

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.

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.

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

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	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

You can further educate yourself regarding 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, 1-877-ID-THEFT (1-877-438-4338). 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 Massachusetts residents, under Massachusetts law, you have the right to obtain any police report filed in regard to this event. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.



<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<First_Name>> <<Last_Name>>:

<<b2b_text_2(Variable State Holding Company)>> d/b/a Sarku Japan ("Sarku Japan") se dirige a ti para informarte de un hecho reciente que puede afectar a la seguridad de algunos de tus datos. La confidencialidad, la privacidad y la seguridad de la información a nuestro cuidado son unas de nuestras más altas prioridades. Al enterarnos de lo ocurrido, nos movimos rápidamente para investigar el evento, responder, evaluar la seguridad de nuestros sistemas y notificar a las personas potencialmente afectadas. Te estamos notificando como persona potencialmente afectada, para que puedas tomar medidas adicionales para proteger mejor tu información, si crees que es necesario. Lamentamos cualquier inconveniente o preocupación que este hecho pueda causar. Como precaución adicional, y aunque no tenemos ninguna indicación de un uso indebido real o potencial de tu información personal, te ofrecemos el servicio de monitoreo de identidad a través de Kroll durante 24 meses sin costo alguno.

Te recomendamos seguir alerta ante incidentes de robo de identidad, que revises tus estados de cuenta y supervises tus reportes de crédito en busca de actividades sospechosas. Si ves algún cargo sospechoso en los estados de cuenta de tu tarjeta de crédito, te recomendamos informarlo de inmediato al emisor de tu tarjeta de crédito. En el documento adjunto: *Medidas que puedes tomar para proteger tu información personal* se incluye información y recursos adicionales. Puedes activar los servicios gratuitos de monitoreo de identidad a tu disposición. Las instrucciones de activación se adjuntan en esta carta.

Si tienes más preguntas, llama a la línea de asistencia especializada al 1-855-541-3570, de lunes a viernes de 8:00 a 17:30, hora del centro, excepto los días festivos importantes de Estados Unidos. Ten tu número de membresía a la mano que se encuentra en el documento *adjunto*.

Atentamente,

Tony Chiu
Vicepresidente de Finanzas y director financiero
Sarku Japan

Pasos que puedes tomar para proteger tu información personal

ACTIVAR EL MONITOREO DE IDENTIDAD

Para ayudar a aliviar las preocupaciones y restaurar la confianza después de este incidente, hemos procurado los servicios de Kroll para ofrecerte el servicio de monitoreo de identidad sin costo durante 24 meses. Kroll es un líder mundial en mitigación y respuesta ante riesgos, y su equipo tiene una amplia experiencia ayudando a personas que han sufrido una exposición involuntaria de datos confidenciales. Sus servicios de monitoreo de identidad incluyen: **monitoreo de crédito, consulta de fraude y restauración de robo de identidad.**

Visita <https://enroll.krollmonitoring.com> para activar y aprovechar sus servicios de monitoreo de identidad.

Tienes hasta el **<<b2b_text_6(ActivationDeadline)>>** para activar tus servicios de monitoreo de identidad.

Número de membresía: **<<MembershipNumber (S_N)>>**

Para obtener más información sobre Kroll y sus servicios de monitoreo de identidad, puedes visitar info.krollmonitoring.com

Si prefieres activar estos servicios sin conexión y recibir alertas de monitoreo a través del Servicio Postal de los Estados Unidos, puedes activarlos a través de nuestro sistema telefónico automatizado llamando al 1-888-653-0511, de lunes a viernes, de 8:00 a. m. a 5:30 p. m. Hora central, excepto en los principales días festivos de los EE. UU. Cuando llames, ten tu número de membresía a la mano; lo encontrarás en tu carta. Ten en cuenta que para activar los servicios de monitoreo, se te pedirá proporcionar tu nombre, fecha de nacimiento y número de Seguro Social a través de nuestro sistema telefónico automatizado.



APROVECHA TUS SERVICIOS DE MONITOREO DE IDENTIDAD

Se te ha dado acceso a los siguientes servicios de Kroll:

Control de crédito de una sola oficina

Recibirás alertas cuando haya cambios en tus datos de crédito, por ejemplo, cuando se solicite una nueva línea de crédito en tu nombre. Si no reconoces la actividad, tendrás la opción de llamar a un especialista en fraude de Kroll, que podrá ayudarte a determinar si es un indicador de robo de identidad.

Consulta sobre fraude

Tienes acceso ilimitado a consultas sobre fraude con un especialista de Kroll. El soporte incluye mostrarte las formas más efectivas de proteger tu identidad, explicarte tus derechos y protecciones bajo la ley, ayudarte con alertas de fraude e interpretar cómo se accede y usa la información personal, incluida la investigación de actividades sospechosas que podrían estar relacionadas con un evento de robo de identidad.

Restauración de robo de identidad

Si eres víctima de robo de identidad, un investigador certificado Kroll con experiencia trabajará en tu nombre para resolver problemas relacionados. Tendrás acceso a un investigador dedicado que entiende tus problemas y podrá hacer la mayor parte del trabajo por ti. Tu investigador podrá profundizar para descubrir el alcance del robo de identidad y luego trabajar para resolverlo.

El sitio web de activación de Kroll solo es compatible con la versión actual o una versión anterior de Chrome, Firefox, Safari y Edge.

Para recibir servicios de crédito, debes tener más de 18 años, un crédito establecido en los EE. UU., un número de Seguro Social a tu nombre y una dirección residencial de los EE. UU. asociada a tu historial de crédito.

MONITOREA TUS CUENTAS

Bajo la ley de los Estados Unidos, tienes derecho a un informe de crédito gratuito anualmente de cada una de las tres principales agencias de informes de crédito. Para pedir tu informe de crédito gratuito, visita: www.annualcreditreport.com o llama a la línea gratuita 1-877-322-8228. También puedes comunicarte directamente con las tres principales agencias de crédito para solicitar una copia gratuita de tu informe crediticio.

Los consumidores tienen derecho a colocar una "alerta de fraude" inicial o extendida en un reporte de crédito sin costo alguno. Una alerta de fraude inicial es una alerta de 1 año que se coloca en el reporte de crédito de un consumidor. Al ver una alerta de fraude en el reporte de crédito de un consumidor, una empresa debe tomar medidas para verificar la identidad del consumidor antes de extender un nuevo crédito. Si eres víctima de robo de identidad, tienes derecho a solicitar una alerta de fraude extendida, que es una alerta de fraude que dura siete años.

Como alternativa a una alerta de fraude, los consumidores tienen derecho a colocar una “congelación de crédito” en un reporte de crédito, lo que prohibirá a una agencia de crédito divulgar información de este reporte sin la autorización expresa del consumidor. La congelación de crédito está diseñada para evitar que un crédito, préstamo y servicios se aprueben a tu nombre sin tu consentimiento. Sin embargo, debes tener en cuenta que el uso de una congelación de crédito para tomar el control sobre quién obtiene acceso a la información personal y financiera en tu informe de crédito puede retrasar, interferir o prohibir la aprobación oportuna de cualquier solicitud o solicitud posterior que hagas por un nuevo préstamo, crédito, hipoteca o cualquier otra cuenta que implique la extensión de crédito. De conformidad con la ley federal, no se te puede cobrar por colocar o levantar una congelación de crédito en tu reporte de crédito.

Si deseas colocar una alerta de fraude o una congelación de crédito, comunícate con las tres principales agencias de reportes de crédito que se enlistan a continuación:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	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

INFORMACIÓN ADICIONAL

Puedes informarte más sobre el robo de identidad, las alertas de fraude, las congelaciones de seguridad y los pasos que puedes tomar para protegerte, poniéndose en contacto con las agencias de reportes de consumidores, la Comisión Federal de Comercio o el fiscal general de tu estado. Puedes ponerte en contacto con la Comisión Federal de Comercio en 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338). La Comisión Federal de Comercio también recomienda que quienes descubren que su información ha sido utilizada indebidamente presenten una denuncia ante ellos. Puedes obtener más información sobre cómo presentar dicha denuncia a través de la información de contacto incluida anteriormente. Tienes derecho a presentar una denuncia policial si llegas a ser víctima del robo de identidad o de fraude. Ten en cuenta que para presentar una denuncia ante la policía por robo de identidad, es probable que debas proporcionar alguna prueba de que has sido víctima. Los casos de robo de identidad conocidos o sospechados también deben denunciarse a las fuerzas del orden y al fiscal general de tu estado. Este aviso no ha sido retrasado por las autoridades.

Para los residentes de Massachusetts, bajo la ley de Massachusetts tienes derecho a obtener cualquier informe policial presentado en relación con este suceso. Si eres víctima de robo de identidad, también tienes derecho a presentar una denuncia policial y obtener una copia de la misma.



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

<<b2b_text_1(VARIABLE HEADER FIELD)>>

Dear <<First_Name>> <<Last_Name>>:

<<b2b_text_2(Variable State Holding Company)>> d/b/a Sarku Japan ("Sarku Japan") is writing to inform you of a recent event that may impact the security of some of your information. The confidentiality, privacy, and security of information in our care are among our highest priorities. Upon learning of the event, we moved quickly to investigate and respond to the event, assess the security of our systems, and notify potentially affected individuals. We are notifying potentially affected individuals, including you, so that you may take further steps to best protect your information, should you feel it is necessary to do so. We regret any inconvenience or concern this event may cause. As an added precaution, and although we do not have any indication of any actual or attempted misuse of your personal information, we are offering identity monitoring services through Kroll for 24 months at no cost to you.

We encourage you to remain vigilant against incidents of identity theft, to review your account statements, and to monitor your credit reports for suspicious activities. If you see any suspicious charges on your credit card statements, we encourage you to promptly report the suspicious charges to the issuer of your credit card. Additional information and resources are included in the enclosed *Steps You Can Take To Help Protect Personal Information*. You may activate the complimentary identity monitoring services available to you. Activation instructions are enclosed in this letter.

If you have additional questions, please call the dedicated assistance line at 1-855-541-3570, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your Membership Number ready, which can be found in the enclosed *Attachment*.

Sincerely,

Tony Chiu
VP Finance & CFO
Sarku Japan

Steps You Can Take to Help Protect Personal Information

ACTIVATE IDENTITY MONITORING

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for 24 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include **Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.**

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(ActivationDeadline)>> to activate your identity monitoring services.

Membership Number: <<MembershipNumber (S_N)>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central time, excluding major U.S. holiday. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

MONITOR YOUR ACCOUNTS

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 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.

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.

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.

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

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	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

You can further educate yourself regarding 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, 1-877-ID-THEFT (1-877-438-4338). 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 Massachusetts residents, under Massachusetts law, you have the right to obtain any police report filed in regard to this event. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.



<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

尊敬的 <<First_Name>> <<Last_Name>>:

<<b2b_text_2(Variable State Holding Company)>> d/b/a Sarku Japan (“Sarku Japan”)

特此写信告知您近期发生的一件事，此事可能会影响您一些个人信息的安全。保护信息的机密性、隐私性和安全性一直是我们的首要任务之一。在得知此事后，我们快速启动调查和响应程序，评估我们系统的安全性，并通知可能受到影响的个人。我们正在通知包括您在内的可能受到影响的个人，这样便于您在必要时采取进一步的措施来更好地保护自己的信息。我们对此事可能造成的任何不便或担忧感到抱歉。虽然还没有发现您的个人信息有实际或企图被滥用的情况，但为了以防万一，我们将通过Kroll免费向您提供24个月的身份监控服务。

我们鼓励您对身份盗窃事件保持警惕，审查自己的账单并监控自己的信用报告，看看是否存在可疑活动。如果在信用卡账单上看到任何可疑的费用，我们鼓励您立即报告给您的信用卡发卡机构。其他信息和资源参见随信所附的《*如何保护您的个人信息*》。您可以激活为您提供的免费身份监控服务。随信附上了激活说明。

如果您还有其他问题，请拨打援助专线：1-855-541-3570，时间为周一至周五中部时间上午8:00至下午5:30，美国主要节假日除外。致电时请准备好您的会员号码，号码可在*附件*中找到。

谨上

Tony Chiu
财务副总裁兼首席财务官
Sarku Japan

如何保护您的个人信息

激活身份监控服务

此次事件后，为了打消您的顾虑，让您重拾信心，我们已经得到Kroll的支持，将免费为您提供24个月的身份监控服务。Kroll是全球风险减轻和应对方面的佼佼者，他们的团队经验丰富，能帮助到无意间泄露机密数据的个人。提供给您的身份监控服务包括**信用监控、欺诈咨询和身份盗窃恢复**。

请访问<https://enroll.krollmonitoring.com>激活并启用您的身份监控服务。

您可以在**2022年6月12日**之前激活您的身份监控服务。

您的会员号码：<<MembershipNumber (S_N)>>

如需详细了解Kroll及您的身份监控服务，请访问info.krollmonitoring.com

如果您希望离线激活这些服务并通过美国邮政服务收到监控警报，您可以通过我们的电话自动应答系统激活，请致电1-888-653-0511，时间为周一至周五中部时间上午8:00至下午5:30，美国主要节假日除外。致电时请准备好信中给您的会员号码。请注意：激活监控服务时，电话自动应答系统会要求您提供自己的姓名、出生日期和社会安全号码。



启用您的身份监控服务

您已经获得Kroll提供的以下服务：

信用局单次信用监控

当您的信用数据发生变化，例如以您的名义申请新的信贷额度时，您将会收到警报。若您对此毫不知情，您可以联系Kroll反欺诈专家，他将能够帮助您确定是否存在身份盗窃事件。

欺诈咨询

您可以不受限制地向Kroll反欺诈专家咨询。服务内容包括告诉您怎样才能最有效地保护自己的身份信息，解释您有哪些权利以及法律规定的保护措施，协助您处理欺诈警报，并说明个人信息如何被获取和使用，其中包括调查可能与身份盗窃事件有关的可疑活动。

身份盗窃恢复

如果您不幸成为身份盗窃的受害者，那么经验丰富的Kroll特许调查员将替您出面解决相关问题。您将获得一位了解您的问题并能为您完成大部分工作的专业调查员的帮助。他将能够深挖真相，彻底查清身份盗窃事件，然后努力去解决它。

Kroll的激活网站只与Chrome、Firefox、Safari和Edge的最新版本或上一个版本兼容。要想获得信用服务，您必须年满18岁并且在美国已经有信用记录，拥有自己的社会安全号码以及与您信用档案有关的一个美国住址。

监控您的账户

根据美国法律，您有权每年从三大信用报告机构的每一家免费获得一份信用报告。如需索取免费的信用报告，请访问www.annualcreditreport.com或拨打免费电话：1-877-322-8228。您还可以与三大信用局直接联系，要求它们免费提供自己的信用报告副本。

消费者有权在信用档案上免费设置一个初始或延期的“欺诈警告”。初始欺诈警告在消费者的信用档案上持续一年。当看到消费者的信用档案上显示有欺诈警告时，企业必须采取措施，在提供新的信贷之前核实消费者的身份。如果确认您是身份盗窃的受害者，那么您将有权获得一个延期的欺诈警报，时间持续七年。

除了欺诈警报，还有个方法是，消费者有权在信用报告上设置“信用冻结”，禁止信用局在没有消费者明确授权的情况下发布信用报告中的信息。信用冻结的目的是防止未经您的同意以您的名义批准信贷、贷款和服务。尽管如此，您应该知道，通过信用冻结来弄清是谁获得了您信用报告中的个人和财务信息，可能会延迟、干扰或禁止您随后提出的任何有关新贷款、信贷、抵押贷款或其他任何涉及信贷扩展的账户的请求或申请的及时批准。根据联邦法律，您不能被要求在您的信用报告上设置或解除信用冻结时向您作出收费。

如果您想设置欺诈警报或信用冻结，请联系以下三大信用报告机构：

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	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

补充信息

您可以通过联系消费者报告机构、联邦贸易委员会或您所在州的总检察长，进一步了解身份盗窃、欺诈警报、安全冻结以及您可以采取哪些措施来保护自己。联邦贸易委员会的联系地址为：600 Pennsylvania Avenue NW, Washington, DC 20580，网址：www.identitytheft.gov，电话：1-877-ID-THEFT（1-877-438-4338）。联邦贸易委员还会鼓励那些发现自己的信息被滥用的个人向他们提出投诉。您可以通过上文列出的联系信息获得更多关于如何提出此类投诉的信息。如果遇到身份盗窃或欺诈，您有权向警方报案。请注意，为了向执法部门报告身份盗窃案，您可能需要提供一些证据，来证明自己是受害者。已知或可疑的身份盗窃事件也应报告给执法部门和您所在州的总检察长。本通知执法部门已经受理。

对于马萨诸塞州居民，根据马萨诸塞州法律，您有权获得有关此事件的任何警方报告。如果您是身份盗窃的受害者，您也有权向警方报案并获得一份报告副本。