

Dear Customer:

We are writing to notify you that an unauthorized acquisition of your personal information occurred between 9/18/2020 and 2/3/2022 at the official website of Burnt Ridge Nursery and Orchards, Inc. ("Burnt Ridge"). Based on our own investigation of our sales records within this timeframe, we believe that you may be one of the impacted customers. Orders placed over the phone, by mail, and in person were not affected.

We are reaching out to you at our earliest opportunity as our customers are a top priority, and we take the protection of your information very seriously. Below is some helpful information and recommendations about what steps you can take to protect your personal information:

Obtain and/or File a Police Report. Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. You also have the right to personally file a police report concerning this incident and obtain a copy of the police report.

Requesting a Security Freeze. You may wish to place a "security freeze" (also known as a "credit freeze") on your credit file, free of charge. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. In terms of instructions for establishing a security freeze, you may contact the three nationwide consumer reporting agencies or the Federal Trade Commission ("FTC") for more information. The toll-free number for each of these three consumer reporting agencies and the FTC are provided below for your convenience.

Equifax Information Services LLC, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285,
www.equifax.com

Experian Inc., P.O. Box 9554, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion LLC, P.O. Box 2000, Chester, PA 19016, 1-800-680-7289, www.transunion.com

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

Under federal law, you cannot be charged to place, lift or remove a security freeze. The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

Review Your Account Statements. We encourage you to remain vigilant by reviewing your account statements. If you believe there is an unauthorized charge on your card, please contact your financial institution or card issuer immediately. Federal law and the payment card brands' policies provide that cardholders have limited liability for unauthorized charges that are reported in a timely manner. Please contact your card brand or issuing bank for more information about the policy that applies to you.

Order A Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the FTC website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the “inquiries” section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the “personal information” section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, contact the consumer reporting agency. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency in writing. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriffs’ office because it may signal criminal activity.

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the three largest nationwide consumer reporting agencies listed above. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. You also may contact the FTC as described above for more information about placing a fraud alert on your credit file.

If you have any questions about this data security incident, please email us at mail@burntridgenursery.com or call us at (360) 985-2873.

We hope this information is useful to you, and we sincerely regret any inconvenience or concern this may cause our customers.

Sincerely,

Michael Dolan, President

Carolyn Dolan, Vice president

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