

Gerten Greenhouse & Garden Center, Inc.
 Return to IDX
 10300 SW Greenburg Rd. Suite 570
 Portland, OR 97223

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| <p>To Enroll, Please Call: 1-833-903-3648 Or Visit: https://app.idx.us/account-creation/protect Enrollment Code: <<XXXXXXXXXX>></p> |
|---|

<<First Name>> <<Last Name>>
 <<Address1>> <<Address2>>
 <<City>>, <<State>> <<Zip>>

September 14, 2022

Re: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

Gerten Greenhouse & Garden Center, Inc. (“Gertens”) is writing to notify you of a data security incident relating to your purchase through our online store, gertens.com, which may have involved your payment card information. At Gertens, we take the privacy and security of your information very seriously. We are writing to both inform you of the incident, and to advise you about steps you can take to protect your information.

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer 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.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, 1-800-685-1111, www.equifax.com

Experian Security Freeze: P.O. Box 9701, Allen, TX 75013, 1-888-397-3742, www.experian.com/freeze/center.html

TransUnion Security Freeze: P.O. Box 2000, Chester, PA, 19016, 1-888-909-8872, freeze.transunion.com

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

1. Full name and any suffixes;
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five 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;

The consumer reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN 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 or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days 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 send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to any of the consumer reporting agencies to place, lift or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at www.annualcreditreport.com or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580,
www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

Additionally, Gertens is providing you with information about steps that you can take to help protect your personal information and is offering you complimentary identity protection services through IDX, a data breach and recovery services expert. IDX identity protection services include: 12 months of CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity recovery services. Enrollment information is available on the previous page. Please note that your deadline to enroll is December 14, 2022.

If you have questions, please contact IDX at 1-833-903-3648, Monday through Friday from 8:00 am to 8:00 pm Central Time, excluding major U.S. holidays. IDX representatives are fully versed on this incident and can answer any questions you may have regarding the protection of your personal information.

We take our customers' trust in Gertens and this matter very seriously. Please accept our apologies for any concern or inconvenience this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Gino Pitera". The signature is fluid and cursive, written over a white background.

Gino Pitera, Treasurer

Gerten Greenhouses and Garden Center, Inc.
5500 Blaine Avenue
Inver Grove Heights, MN 5507