

P.O. Box 8801
Wilmington, DE 19899-8801

09/16/2022



Re: Your JetBlue Mastercard account ending in [REDACTED]

Dear [REDACTED],

We want to inform you of a suspected incident in which your name, physical address, email address and telephone number may have been accessed by an unauthorized user. As a precaution against any misuse, your credit card was reported as lost or stolen on 5/25/2022 and a new credit card number was issued to you at that time. We know the inconvenience this may have caused, but we believe that this measure, combined with the actions described below, will help ensure that you and your information are fully protected.

We recommend that you always carefully review your credit card statements, account activity, and credit reports to identify any unauthorized charges and otherwise protect your security. If you ever suspect your account has been subject to fraudulent activity, please contact Barclays immediately. For more information on how Barclaycard protects you and how to protect yourself, please visit barclaycardus.com/servicing/security-center.

What we are doing to protect your information:

To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by: 12/31/2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 888-548-7878 by 12/31/2022.

We apologize for the inconvenience caused by the reissuance of your card and resetting of the password for your online account.

Sincerely,
Barclays

Information About Identity Theft Prevention

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: 888-548-7878, www.equifax.com
Experian: 888-397-3742, www.experian.com
TransUnion: 800-916-8800, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or the state's regulatory authority to obtain additional information about avoiding identity theft.

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

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud

alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 888-548-7878, www.equifax.com
Experian: 888-397-3742, www.experian.com
TransUnion: 800-916-8800, www.transunion.com

Credit Freezes: Federal law gives you the right to place and remove a security freeze on your consumer reports free of charge. A security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. Using a security freeze, however, may delay your ability to obtain credit. You may request that a freeze be placed on your credit report by submitting a request to a credit reporting agency by any of the three methods identified below:

1. You may send a request by certified mail, overnight mail or regular stamped mail to the addresses below:

Equifax: Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348
Experian: Experian Security Freeze, P.O. Box 9554, Allen, TX 75013
TransUnion: TransUnion Security Freeze, P.O. Box 2000, Chester, PA, 19022-2000

2. You may submit an online request through the websites below:

Equifax: <https://www.equifax.com/personal/credit-report-services/>
Experian: <https://www.experian.com/freeze/center.html>
TransUnion: <https://www.transunion.com/credit-freeze>

3. You may call the following numbers:

Equifax: Equifax Security Freeze Hotline: 888-298-0045
Experian: Experian Security Freeze Hotline: 888-397-3742
TransUnion: TransUnion Security Freeze Hotline: 888-909-8872

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.