



April 28, 2023

«FIRST_NAME» «LAST_NAME»
«Address_Line_1»
«CITY», «STATE» «ZIP_Code»

Re: IMPORTANT NOTICE
Account Number:

Dear «FIRST_NAME» «LAST_NAME»:

Our systems recently detected that a bad actor accessed limited information from a small number of T-Mobile accounts, including your T-Mobile account PIN. Personal financial account information and call records were NOT affected. Our systems and policies enabled T-Mobile teams to identify the activity, terminate it, and implement measures to protect against it from occurring again in the future. To further protect your account, we have already proactively reset your PIN.

While we have a number of safeguards in place to prevent unauthorized access such as this from happening, we recognize that we must continue to make improvements to stay ahead of bad actors. We take these issues seriously. We apologize that this happened and are furthering efforts to enhance security of your information.

What Happened?

In March 2023, the measures we have in place to alert us to unauthorized activity worked as designed and we were able to determine that a bad actor gained access to limited information from a small number of T-Mobile accounts between late February and March 2023.

What Information Was Involved?

No person financial account information or call records were affected. The information obtained for each customer varied, but may have included full name, contact information, account number and associated phone numbers, T-Mobile account PIN, social security number, government ID, date of birth, balance due, internal codes that T-Mobile uses to service customer accounts (for example, rate plan and feature codes), and the number of lines.

What Is T-Mobile Doing?

We take these issues seriously. To protect your account, we proactively reset your T-Mobile Account PIN. We are offering you two years of free credit monitoring and identity theft detection services, provided by myTrueIdentity, from Transunion. Attached is a Step-by-





Step Enrollment Guide. Your activation code is _____. Please enroll by August 31, 2023. Additionally, when unauthorized activity like this occurs we continue to investigate it to further our understanding about how we can prevent it from occurring and expand the safeguards we have in place.

What Can You Do?

We recommend that you review your account information and update your PIN to a new one of your choosing. You can do this by logging into T-Mobile.com or contacting Customer Care by dialing 611 from your phone or by calling 1-800-937-8997. We also urge you to remain vigilant by monitoring account activity and free credit reports, and reviewing your security choices on your email, financial, and other accounts. We encourage customers to use features that T-Mobile offers, including Account Takeover Protection, number transfer PINs, two-step verification, free scam protection with Scam Shield, SIM Protection, a security dashboard and more. For additional recommendations to enhance your account protections, go to t-mobile.com/onlinesafety.

For More Information

You may obtain additional information about the risks of identity theft from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft>. If you suspect that you are the victim of identity theft or fraud, you have the right to file a report with the police or law enforcement. In addition, you may contact the FTC or your State Attorney General to learn more about the steps you can take to protect yourself against identity theft.

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 wish to place a fraud alert with the three major credit bureaus which we have listed below. A fraud alert lets creditors know to contact you before opening new accounts in your name. You can call any *one* of the three credit bureaus at the number below to place a fraud alert on your credit file without charge, and they will contact the other two bureaus on your behalf. Additionally, some states allow residents to place a no-cost “freeze” on their credit file with the credit bureau.

Experian®
PO Box 9554
Allen, TX 75013
www.experian.com/fraud
1-888-397-3742

Equifax®
P.O Box 740256
Atlanta, GA 30374
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
1-800-525-6285

TransUnion®
P.O Box 2000
Chester, PA 19016
www.transunion.com/fraud-alerts
1-800-680-7289



12920 SE 38th Street, Bellevue, WA 98006
www.t-mobile.com



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 above. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information above:

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.



12920 SE 38th Street, Bellevue, WA 98006
www.t-mobile.com

ADDITIONAL RESOURCES

The FTC and your State Attorney General may have advice on preventing identity theft. You can report instances of known or suspected identity theft to law enforcement, your State Attorney General, or the FTC. Contact information for the FTC and State Attorneys General is below.

Federal Trade Commission

(202) 326-2222 <https://www.ftccomplaintassistant.gov>

Alabama 1-800-392-5658 <https://my.alabamaag.gov/>

Alaska 1-888-576-2529

<https://www.law.alaska.gov/department/civil/consumer/IDtheft.html>

Arizona 602-542-5025

<https://www.azag.gov/consumer/data-breach>

Arkansas 800-482-8982;

<https://arkansasag.gov/resources/contact-us/data-breach-reporting/>

California <https://oag.ca.gov/home>

Colorado 720-508-6000

<https://coag.gov/resources/data-protection-laws/>

Connecticut 800-842-2649

<https://portal.ct.gov/AG/Sections/Privacy/Reporting-a-Data-Breach>

Delaware 302-577-8600

<https://attorneygeneral.delaware.gov/fraud/cpu/idtheft/>

District of Columbia 202-727-4159 <https://oag.dc.gov/>

Florida 1-866-966-7226

<http://myfloridalegal.com/pages.nsf/Main/53D4216591361BCD85257F77004BE16C>

Georgia at 800-869-1123

<https://consumer.georgia.gov/consumer-topics/identity-theft-what-do-if-it-happens-you>

Hawaii 808-587-3222 <https://cca.hawaii.gov/>

Idaho 208-334-2400 <https://www.ag.idaho.gov/>

Illinois 1-800-386-5438

<https://illinoisattorneygeneral.gov/consumer-protection/identity-theft/>

Indiana 1-800-382-5516

<https://www.in.gov/attorneygeneral/consumer-protection-division/id-theft-prevention/security-breaches/>

Iowa www.iowaattorneygeneral.gov

Kansas <https://ag.ks.gov/>

Kentucky 502-696-5300; www.ag.ky.gov

Louisiana 1-800-351-4889

<https://www.ag.state.la.us/Page/DataBreach>

Maine 207-626-8800 <https://www.maine.gov/ag/>

Maryland 888-743-0023

<https://www.marylandattorneygeneral.gov/>

Massachusetts 888-283-3757

<https://www.mass.gov/orgs/office-of-the-attorney-general>

Michigan 877-765-8388 <https://www.michigan.gov/ag/>

Minnesota 800-657-3787 <https://www.ag.state.mn.us/>

Mississippi 601-359-3680 <https://www.ago.state.ms.us/>

Missouri 800-392-8222 <https://ago.mo.gov/>

Montana 800-498-6455 <https://dojmt.gov/>

Nebraska 800-727-6432 <https://ago.nebraska.gov/>

Nevada 702-486-3132 <https://ag.nv.gov/>

New Hampshire 888-468-4454

<https://www.doj.nh.gov/consumer/>

New Jersey 973-504-6200 <https://www.njoag.gov/>

New Mexico 844-255-9210 <https://www.nmag.gov/>

New York 800-771-7755 <https://ag.ny.gov/>

North Carolina 919-716-6000

<https://ncdoj.gov/protecting-consumers/identity-theft/>

North Dakota 1-800-472-2600

<https://attorneygeneral.nd.gov/consumer-resources/identity-theft>

Ohio 800-282-0515

<https://www.ohioattorneygeneral.gov/>

Oklahoma 833-681-1895

<https://www.oag.ok.gov/consumer-protection>

Oregon 877-877-9392

<https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/data-breaches/>

Pennsylvania 800-441-2555

<https://www.attorneygeneral.gov/>

Puerto Rico 787-722-7555 <http://www.justicia.pr.gov/>

Rhode Island 401-274-4400

<https://riag.ri.gov/consumerprotection>

South Carolina 803-734-4200

<https://consumer.sc.gov/identity-theft-unit/security-breach-notice>

South Dakota 605-773-4400

<https://consumer.sd.gov/fastfacts/securitybreach.aspx>

Tennessee 615-251-5185

<https://www.tn.gov/content/tn/attorneygeneral/>

Texas 800-621-0508

<https://www.texasattorneygeneral.gov/>

Utah 801-366-0260 <https://attorneygeneral.utah.gov/>

Vermont 800-649-2424 <https://ago.vermont.gov/>

Virginia 804-786-2042 <https://www.oag.state.va.us/>

Washington 206-464-6684 <https://www.atg.wa.gov/>

West Virginia 1-800-368-8808 <https://ago.wv.gov/>

Wisconsin 608-266-1221 <https://www.doj.state.wi.us/>

Wyoming 1-800-438-5799

<https://attorneygeneral.wyo.gov/>