



Return to IDX:  
PO Box 480149  
Niles, IL 60714

# 29620

<<FirstName>> <<LastName>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

May 16, 2023

Dear [Name],

At Speedway, we take our responsibility to protect customer data and privacy seriously. We invest in data security infrastructure and practices and are committed to transparency with our customers.

We are writing to let you know about a recent incident that involved access to your Speedy Rewards account. This letter provides more detail about the message you previously received regarding a reset of your passcode based on unusual activity.

### **WHAT HAPPENED**

Speedway has learned that unknown parties attempted to access some Speedy Rewards accounts, and in some cases were able to redeem rewards points between April 11 and April 20. <<Language regarding point balance>>

### **WHAT INFORMATION WAS INVOLVED**

If an unauthorized party accessed your account, they were able to view your name, email address, points balance, and any additional information you included in the account, such as your telephone number, physical address, or birthdate. Note also that they used your email address and passcode, most likely obtained from another source where you used the same passcode or by guessing the code.

### **WHAT WE ARE DOING**

The activity prompted an immediate investigation, in partnership with respected third-party forensic experts, to assess and remediate the incident and limit its effect on customers. We implemented a password reset and enhanced security measures to stop this incident. For those impacted, we have refunded all redeemed points.

### **WHAT YOU CAN DO**

If you have not done so since April 20, you will need to reset your passcode to access your Speedy Rewards account. Visit the Speedy Rewards app or website and follow the step-by-step login process.

Automated "Forgot Passcode?" emails were sent as a result of the unknown actors' activity between April 12 and April 17. If you received one of these emails and changed your password, we still reset your password on April 20 out of an abundance of caution, and you will need to change it again.

If you have used your prior passcode for other accounts, we recommend you update your passcode for those accounts as well.

Please review your account information, and if you identify anything suspicious, please don't hesitate to give us a call at 1-800-643-1948.

### **FOR MORE INFORMATION**

If you have questions or concerns about this, or if we can be of further assistance to you, please call us at 1-800-643-1948.

Thank you for your understanding, and we regret any inconvenience this may cause you.

Sincerely,

Speedway Customer Service

## ADDITIONAL INFORMATION

This incident did not involve your credit report or financial accounts. However, the following steps can be helpful to protect your personal information.

- You should regularly review account statements and monitor free credit reports.
- Under federal law, you are entitled to obtain one free copy of your credit report every twelve months from each of the nationwide consumer reporting agencies. You can obtain a free copy of your credit report from each agency by calling 1-877-322-8228 or visiting [www.annualcreditreport.com](http://www.annualcreditreport.com). We recommend that you periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you may request that the credit reporting agency delete that information from your credit report file.
- You may also consider contacting the credit reporting agencies directly if you wish to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account but might also delay any requests you might make for new accounts.
  - Equifax: 800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 105069, Atlanta, GA 30348-5069
  - Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013
  - TransUnion: 800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

To obtain a security freeze, you will need to supply your name, address, date of birth, Social Security number, and other personal information. The agencies are not permitted to charge you for placing or lifting a freeze. Each credit reporting agency will confirm your request with a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.

- To report incidents of fraud and identity theft, you can contact the Federal Trade Commission (FTC) at 1-877-ID-THEFT, through their website at <http://identitytheft.gov>, or by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20850 You can also contact local law enforcement or your state's attorney general.
- 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.