Notice of Data Breach

Dear Customer:

What Happened?

We are writing to let you know about a security issue related to your www.jcrew.com customer account. Through routine and proactive web scanning, we recently discovered information related to your jcrew.com account. Based on our review, we believe your email address (used as your jcrew.com username) and password were obtained by an unauthorized party and in or around April 2019 used to log into your jcrew.com account.

What Information Was Involved?

The information that would have been accessible in your jcrew.com account includes the last four digits of credit card numbers you have stored in your account, the expiration dates, card types, and billing addresses connected to those cards, and order numbers, shipping confirmation numbers, and shipment status of those orders. We do not have reason to believe that the unauthorized party gained access to any additional information within your account.

What Are We Doing?

In light of this incident, we have disabled your account and will require that you contact our J. Crew Customer Care Center to review your account and reset your password. Please call our team at 800-205-7956. You can also use the "Contact Us" link on our website to call our main customer service number, and ask for the customer support team.

What Can You Do?

You should change your password on any other account where you use the same password discovered in this incident.

More Information

You may also contact us in writing at privacy@jcrew.com, or you can call us at 800-205-7956.

On behalf of J. Crew, we regret any inconvenience this may cause you.

Sincerely,

Customer Contact Center