



Dear Silver Superstore Customer:

Silver Superstore has been informed of a data security issue involving malware on the servers of Freestyle Solutions, Inc., one of our vendors. Freestyle Solutions provides the shopping cart and payment processing functionality for various companies' websites, including ours. Freestyle Solutions has confirmed that the malware was removed.

We are disappointed that this has happened, and we are reaching out as you are our top priority.

Below is additional information about what happened, what Freestyle Solutions informed us did in response, and what steps you can take to help protect your information.

What Happened?

Freestyle Solutions informed us that in early February 2022, one of its customers notified it that malware had been identified on a server hosting that customer's website. Freestyle Solutions shared that it commenced an investigation, and identified and removed malware found on servers that hosted its customers' websites, including our site Silversuperstore.com

Freestyle Solutions shared that it retained data security experts to investigate the incident's nature and scope and assist in its containment and remediation efforts. Freestyle Solutions told us that based on the investigation, your payment card information for the card(s) you used on our site on September 20, 2020 through February 2, 2022 may have been acquired by an unauthorized party.

What Information Was Involved?

Freestyle Solutions informs us that the malware was designed to capture information entered into the checkout page, including first and last name, payment card number, expiration date, security code, billing address, gift certificate number (if applicable), and transaction details (such as product type, price and quantity).

What We Are Doing

Freestyle Solutions told us that after becoming aware of the issue, it took immediate steps to identify and remove the malware and block further unauthorized activity. Freestyle Solutions shared that it commenced an investigation with the assistance of data security experts to determine the timeframes of exposure for each of its affected customers and to identify impacted cardholders. Freestyle Solutions shared that it also notified federal law enforcement authorities and has been coordinating with the payment card companies in an effort to help protect affected cardholders.

What You Can Do

Please consider the following recommendations:



- Review Your Account Statements. We encourage you to remain vigilant by reviewing your account statements. If you believe there is an unauthorized charge on your card, please contact your financial institution or card issuer immediately. The payment card brands' policies often provide that cardholders have zero liability for unauthorized charges that are reported in a timely manner. Please contact your card brand or issuing bank for more information about the policy that applies to you.
- Order a Credit Report. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228.
- Review the Reference Guide. The attached Reference Guide provides additional recommendations on the protection of personal information.

For More Information

If you have any questions about this issue, please call us at 1-888-712-8790.

We hope this information is useful to you, and we sincerely regret any inconvenience or concern this may cause. We hope you will forgive us for this issue and hope you will give us another chance to serve you. We have been in business and have survived the pandemic because of our customers for the last 23 years. We hope this does not deter you from shopping with us again.

Sincerely,

Sandy and Chuck Bourbonnais

Owners

Silver Superstore

Reference Guide

We encourage affected customers to consider taking the following steps, and to review the information below:

Order And Review Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission’s (“FTC’s”) website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number, or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open, or inaccuracies in your information. If you see anything inaccurate or that you do not understand, contact the consumer reporting agency.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC, and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft: Federal Trade Commission Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft/.

Fraud Alerts on Your Credit File. To help protect yourself from possible identity theft, consider placing a fraud alert on your credit file. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Security Freezes on Your Credit File. You have the right to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for

establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

For Iowa Residents. You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached at: Office of the Attorney General of Iowa Hoover State Office Building, 1305 E. Walnut Street Des Moines, IA 50319, (515) 281-5164, www.iowaattorneygeneral.gov.

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at: Maryland Office of the Attorney General Consumer Protection Division, 200 St. Paul Place Baltimore, MD 21202, (888) 743-0023 (toll-free in Maryland), (410) 576-6300, www.marylandattorneygeneral.gov.

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request to place a security freeze on your account.

For New Mexico Residents. You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or www.ftc.gov.

For New York Residents. You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. You can contact the New York State Office of the Attorney General at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755 (toll-free), 1-800-788-9898 (TDD/TTY toll-free line), <https://ag.ny.gov/>, and at: Bureau of Internet and Technology (BIT), 28 Liberty Street, New York, NY 10005, Phone: (212) 416-8433, <https://ag.ny.gov/internet/resource-center>.

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at: North Carolina Attorney General's Office 9001 Mail Service Center, Raleigh, NC 27699-9001, (877) 566-7226 (toll-free in North Carolina), (919) 716-6400, www.ncdoj.gov.

For Oregon Residents. We encourage you to report suspected identity theft to the Oregon Attorney General at: Oregon Department of Justice 1162 Court Street NE, Salem, OR 97301-4096, (877) 877-9392 (toll-free in Oregon), (503) 378-4400, www.doj.state.or.us.

For Rhode Island Residents. You may obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General at: Rhode Island Office of the Attorney General, Consumer Protection Unit 150, South Main Street, Providence, RI 02903, (401)-274-4400,

www.riag.ri.gov.

You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze on your account.

For Washington, D.C. Residents. You may obtain information about preventing and avoiding identity theft from the Office of the Attorney General for the District of Columbia at: Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, D.C. 20001, (202)-727-3400, www.oag.dc.gov.