



Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

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<<Name1>>  
<<Name2>>  
<<Address1>>  
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<<City>><<State>><<Zip>>

<<Date>>

### **Notice of Data Breach**

Dear <<Name 1>>:

Protecting the security and confidentiality of our customers' information is of the utmost importance to Broadview Mortgage Corporation. Regrettably, we are writing to notify you of an incident involving some of that information. While we have no evidence that your information has been misused in any way, out of an abundance of caution, we wanted to notify you regarding this incident.

#### **What Happened**

On July 28, 2016, we were advised by our third-party information technology provider that it had identified two unauthorized administrative accounts on a server in one of our branch offices. We immediately began an investigation and promptly disabled the unauthorized accounts.

#### **What Information Was Involved**

Findings from our investigation show that the server may have contained information related to your mortgage application, including your name, address, driver's license number, date of birth, Social Security number, and financial account numbers.

#### **What We Are Doing**

We sincerely regret any inconvenience or concern this may have caused. To help ensure that a similar incident does not reoccur, we have taken steps to further secure the accounts used to access our servers and we have enhanced our existing security procedures relating to access to confidential information.

#### **What You Can Do**

We are notifying you about this incident so you may take appropriate steps to protect your information. We recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your account statements for any unauthorized activity. You should immediately report any unauthorized changes or charges, including checking or other bank account withdrawals, to your financial institution. Additionally, we wanted to offer you a complimentary one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, privacy laws prevent us from enrolling you directly.

**For More Information**

If you have questions, please call 805-563-1100 from 8:30 a.m. to 5:00 p.m. PST, Monday through Friday. For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

Sincerely,

A handwritten signature in black ink that reads "Margie Olver". The signature is written in a cursive style with a large, looped "M" and "O".

Margie Olver  
Vice President

## ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: January 1, 2017 (Your code will not work after this date)
2. Visit the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)
3. PROVIDE Your Activation Code: <<Code>>

If you have questions or need an alternative to enrolling online, please call 877.288.8057 and provide engagement #: **PC104385**.

### Additional details regarding your 12-MONTH ProtectMyID Membership:

A credit card is not required for enrollment. Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE<sup>™</sup>, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance<sup>1</sup>:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 1-877.288.8057.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111  
*Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742  
*TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

<sup>1</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

*Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue, NW  
Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

This notification was not delayed as a result of a law enforcement investigation.