



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

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<<City>><<State>><<Zip>>  
<<Country>> <<Date>>

## NOTICE OF DATA BREACH

Dear <<Name 1>>:

We are writing to inform you that we recently identified and addressed a security incident at evo.com that may have involved your information. This letter explains the incident, the measures evo has taken in response, and some steps you can take in response.

### *What Happened?*

On December 3, 2019, we learned that an unauthorized code had been installed on evo.com. Immediately upon learning of the issue, we launched an investigation and removed the unauthorized code. A leading cybersecurity firm was also engaged to assist. Our investigation determined that the unauthorized code was designed to capture information entered during the checkout process, and that it may have been present at various times between: Nov. 8 – 21, 2019; Nov. 27 – Dec. 3, 2019; and for a brief period on Dec. 5, 2019.

### *What Information Was Involved?*

During the customer checkout process, this unauthorized code could have potentially captured information including: names, addresses, phone numbers, email addresses, payment card number, expiration date, and card verification code. Orders placed with existing payment cards stored on customers' evo accounts or through PayPal were **not** involved.

We are notifying you because you placed, or attempted to place, an order on our website using the payment card(s) ending in <<Last 4 of Card Number>> during the relevant time period.

### *What We Are Doing.*

We take our customers' privacy very seriously at evo, and sincerely apologize for any inconvenience. Please know that in addition to removing the unauthorized code, we've implemented additional security enhancements to our website to help prevent this type of incident from happening again. We also continue to review and enhance our technology systems. We're committed to earning your trust with every interaction, and we hope we'll get a chance to serve you again soon.

### *What You Can Do.*

It is always advisable to closely review your payment card statements for any unauthorized charges. You should immediately report any such charges to the card issuer as payment card rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is usually on the back of your payment card. Information on additional steps you can take can be found on the following pages.

*For More Information*

If you have any questions, please call 833-991-1536 Monday through Friday between 6 am and 6 pm PST.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Gaisser', with a long horizontal flourish extending to the right.

Thomas W. Gaisser  
Chief Operating and Financial Officer

### **ADDITIONAL STEPS YOU CAN TAKE**

It is always advisable to be 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 free annual 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

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)