



Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

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

Notice of Data Breach

Dear <<Name 1>>:

R.R. Bowker LLC (“Bowker”) was recently made aware by payment card networks of patterns of unauthorized charges occurring on cards after they were legitimately used on www.myidentifiers.com. We launched an investigation with assistance from a leading cybersecurity firm and addressed the incident. However, your payment card information may have been involved. Here are details about the incident, measures we have taken, and some steps you can take in response.

What Happened

On October 23, 2018, our investigation identified unauthorized code that was added to the checkout page on www.myidentifiers.com. Findings from the investigation indicate that the code may have been present and capable of copying information entered by customers during the checkout process from May 1, 2018 to October 23, 2018.

What Information Was Involved

The information entered during checkout that the code could have potentially copied includes name, address, email address, payment card number, expiration date, and card security code (CVV). 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 You Can Do

We encourage you to closely review your payment card account statements for any unauthorized activity. You should immediately report any unauthorized charges to the bank that issued the card. Payment card network rules generally provide that cardholders are not responsible for unauthorized charges that are timely reported. Information on additional steps you can take can be found on the following pages.

What We Are Doing

We value the relationship we have with our customers and regret this incident occurred. The unauthorized code has been removed and we have also implemented additional security enhancements to our website. In addition, Bowker is working with law enforcement and is continuing to support law enforcement’s investigation into the incident. Please accept our apology for any inconvenience.

For More Information

If you have questions, please call 888-418-0271 Monday through Friday between the hours of 9:00 a.m. and 9:00 p.m. EST.

Sincerely,

Beat Barblan
Senior Director, Identifier Services

Additional Steps You Can Take

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 or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

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

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