

U-HAUL CO. OF CALIFORNIA LETTERHEAD

DECEMBER 11, 2017

<<Customer Name>>

<<Address>>

<<City>>, <<State>> <<Zip>>

NOTICE OF DATA BREACH

Dear <<Customer Name>>:

We are writing to provide you with information about a data incident involving Solo Tire, a dealer of U-Haul Co. of California (“U-Haul”), where some of your data may have potentially been obtained by an unauthorized individual. We are contacting you to provide information about steps we have taken to protect your personal information, some additional steps you should consider, and where to go to get additional help or information. We are truly sorry for any inconvenience this incident causes you.

What Happened

U-Haul Company was notified of a possible incident involving certain U-Haul customers who reserved and/or rented equipment from Solo Tire, an independent U-Haul dealer in Orange, California. U-Haul immediately launched an internal investigation and hired a forensic security firm to assist in the investigation. Findings from our investigation suggest that one computer workstation at this dealership had been infected with malware designed to target payment card information, but which may have also accessed other rental information.

What Information Was Involved

For customers who reserved and/or rented from Solo Tire from January 10, 2017 through October 16, 2017, information associated with that equipment rental may have been obtained by an unauthorized third party. This information may have included your name, address, phone number, email address, driver’s license number, birth date, and payment card number and expiration date. We are notifying you because you made or attempted to make an equipment reservation/rental from this location during this period using a payment card(s) ending in <<Cards Last 4>>. Our investigation has determined that this incident was contained to the Solo Tire location and has not affected the corporate U-Haul network and customer data in our system.

What We Are Doing

Upon notification of the incident, we immediately implemented procedures to eliminate the threat. We have worked closely with Solo Tire to improve the security of their system and to monitor for subsequent attacks. We continue to coordinate with both our independent dealers and our own employees in order to re-emphasize the importance of protecting customers’ information.

Out of an abundance of caution, we are also offering a complimentary one-year membership of Experian’s® IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with support focused on the identification and resolution of identity theft.

What You Can Do

In light of this development, we recommend that you monitor your account statements for any unauthorized activity and report any suspected fraud immediately. Card network rules generally provide that cardholders are not responsible for unauthorized charges that are reported promptly.

We also encourage you to take advantage of the identity theft protection services being offered. Please see the section that follows this notice for instructions on how to activate your complimentary one-year membership and additional steps you may take to protect your information.


For More Information

Your confidence and trust are extremely important to us, and we apologize for and deeply regret any inconvenience or concern this may cause. If you have any questions, please call 1-800-682-3525 or email securityincident@uhaul.com seven days a week from 8:00am to 8:00pm Arizona time.

Sincerely,



Brandon Williams
Vice President, U-Haul Co. of California



Raymond Gilinsky
Owner, Solo Tire

ADDITIONAL DETAILS REGARDING EXPERIAN IDENTITYWORKS CREDIT 3B

To activate your complimentary one-year membership:

1. Ensure that you **enroll by: 3/14/18** (Your code will not work after this date.)
2. Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcreditone>
3. Provide your **activation code: <<Code>>**

If you have questions about the product, need assistance with fraud issues and/or identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **DB04458** as proof of eligibility for the identity restoration services.

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your financial statements for any unauthorized activity. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 916-8800

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission online at www.ftc.gov/idtheft or toll free at 1-877-438-4338. You may also contact the Office of the Attorney General in your home state and/or contact local law enforcement authorities and file a police report. Obtain a copy of the report in case you are asked to provide copies to creditors to correct your records.