



SHOPPING UPGRADED

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

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Notice of Data Breach

Dear <<Name 1>>:

Newegg understands the importance of protecting our customers' information. We are writing to inform you of a recent incident that may have involved your order and payment card information. This letter explains the incident, measures we have taken, and steps you can take in response.

What Happened?

On September 18, 2018, we received information about possible unauthorized access to the servers that run our website. We immediately began an investigation with the assistance of a leading computer security firm and identified the possibility that an unauthorized user changed our website's checkout page to collect certain customer information without authorization. We removed the unauthorized code, took further measures to secure our servers, and reported the incident to law enforcement and the payment card networks. On October 15, 2018, the investigation determined what information may have been collected and the time period that the unauthorized change affected our site.

What Information Was Involved?

Findings from the investigation suggest that the information collected could include customers' order information—including name, address, payment card number, expiration date, and card security code (CVV2)—for certain orders placed on our website where a credit card number was entered while placing the order between August 13, 2018, and September 19, 2018. We are notifying you because you placed an order during this period and your information may have been collected. <<variable data>>

What We Are Doing.

We take the security of our customers' personal information very seriously. Upon learning of the incident, we removed the unauthorized code and took further measures to secure our servers. We have also reported the incident to law enforcement and the payment card networks. To help prevent a similar incident from occurring in the future we have implemented additional security measures for our website.

What You Can Do.

We encourage you to closely review your payment card statements for any unauthorized charges. You should immediately report any such charges to the bank that issued your card because payment card network rules generally provide that cardholders are not responsible for unauthorized charges that are 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 888-724-0243 Monday through Friday, from 6:00 a.m. to 6:00 p.m. Pacific Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Danny Lee". The signature is written in a cursive style with a long horizontal stroke at the beginning.

Danny Lee
CEO Newegg

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. If you detect any unauthorized activity on financial accounts, you should immediately contact your financial institution. We also recommend that you make your financial institution aware of this incident and take their advice on steps to protect your bank account. 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