

<<Firstname>> <<Middlename>> <<Lastname>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<Stateprovince>> <<Postalcode>>

<<Date>> (Format: Month Day, Year)

**Subject: Security Incident**

Dear <<Firstname>> <<Middlename>> <<Lastname>>,

We are writing to tell you about a data security incident that may have exposed some of your personal information. We take the protection and proper use of your information very seriously. That is why we are contacting you directly to let you know how we are protecting you personally.

**What Happened?**

There was unauthorized access of our website by an undetermined third party. This third party accessed variety of information, including some or all of your personal information. Our security procedures were in place and enabled us to detect and terminate the unauthorized access. We are diligently working with third party experts and appropriate law enforcement agencies to address the matter. No law enforcement investigation delayed notifying you of this matter.

The personal information accessed included some or all of the information normally provided to us at the time of a purchase, including name, address and payment information. The unauthorized access occurred between April 15, 2014 and August 6, 2014. If you would like additional information, please contact using the toll-free number provided below.

**You should remain vigilant in reviewing your credit related statements and information.**

**What Are We Doing To Protect You?**

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to **provide identity theft protection at no cost to you for X years**. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your identity theft protection services include **Credit Monitoring, a Current Credit Report, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Theft Insurance and Identity Theft Consultation and Restoration**. Please note that in order to activate your services you will need to follow the instructions in the section titled *“How to Take Advantage of Your Identity Theft Protection Services”* below. Additional information describing your services is included with this letter.

To receive a **credit report and credit monitoring**, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

**What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?**

**How to Take Advantage of Your Identity Theft Protection Services**

Visit **???.?????.com** and follow the online instructions to take advantage of your identity theft protection services.  
You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide your membership number.  
**???.?????.com** is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, or Safari.

Membership Number: **<<MEMBERSHIPNUMBER>>**  
**Help is only a phone call away.**  
If you have a question, need assistance, or feel you may be a victim of identity theft, Call **1-??-??-???**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday, and ask to speak with an investigator.

To receive your credit services by mail instead of online, please call **??-??-???**.

Call **1-???-???-????**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday. Kroll's licensed investigators are standing by to answer your questions or help you with concerns you may have. Please have your membership number ready.

We deeply regret that this has happened. We trust that the quality and reliability of the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

**Client representative**

P.S. Remember, safeguards for your personal data security are available at no cost to you.

To enroll:

1. **Visit [??? ??????.com](#)** and follow the online instructions to take advantage of your identity theft protection services.

**To receive your credit services by mail instead of online, please call [???-???-????](#).**

2. **Call [1-???-???-????](#)** if you have an identity theft issue or if you have any questions. Kroll's licensed investigators are ready to help you.