



Dear Carl's Golfland Customer:

What Happened?

We are writing to inform you that we recently had a breach in our online shopping website. This came to our attention through a bank inquiry in late June and we immediately notified authorities.

What Information Was Involved?

The audit report verifies that the individual obtained shopper credit card information (card number, expiration date, and CVV) as well as the first and last names, addresses, shipping information, emails and some phone numbers of our customers. Carl's Golfland has also been in communication with the credit card companies associated with this incident. The breach occurred with customers who purchased with us on-line between the dates of March 25 through July 14, 2019. There was no breach of information from customers who purchased within either retail location.

What We Are Doing?

We have been fully cooperative with the United States Secret Service as they begin a criminal investigation. In addition, we have just completed a comprehensive forensics cyber audit of all of our systems.

What You Can Do?

We apologize that this incident happened and for the possible inconvenience this may cause you. We have set up a special web page for easy access to help answer your questions. Please go to www.carlsgolfland.com/customer-support.

Here is a list of important measures we urge you to take immediately:

- Review your credit card statement(s) carefully each month.
- Call your bank/card company immediately if there is the slightest suspicion of an incorrect charge.
- Check your credit report at AnnualCreditReport.com for a quick, free credit review.
- Place a fraud alert on your credit files. This will warn creditors that you may be an identity theft victim so they will verify if someone is seeking your information.

Other Important Information

You may also want to visit the Federal Trade Commission's website at www.identitytheft.gov, which has information to guard against identity theft. You have the right under the Fair Credit Reporting Act to ensure that your credit information with the consumer reporting agencies is accurate. For more information see www.consumerfinance.gov. Please review the website information from your state's Attorney General's office for additional information related to identity theft.

Again, we are extremely sorry for this incident. We thank the dedicated technology experts that have been working with us relentlessly since the moment this was identified. If you need further information, or would like our support in offering you a one year credit monitoring service, please email us at customersupport@carlsgolfland.com.

Sincerely,

Carl Rose