
State Farm Mutual Automobile Insurance Company, its affiliates and subsidiaries

One State Farm Plaza
Bloomington, IL 61710-0001

August xx, 2019

Name
Address
City, State Zip

RE: Incident Number: ISRR 07086207-2019

Dear Name,

Notice of Data Breach

Your privacy is important to State Farm®, which is why we are writing to let you know about an information security incident that involves your personal information.

What Happened

State Farm recently detected an information security incident in which a bad actor used a list of user IDs and passwords obtained from some other source, like the dark web, to attempt access to State Farm online accounts. During our investigation, we determined that the bad actor possessed the user ID and password for your State Farm online account.

What Information Was Involved

During the attempted access, the bad actor received confirmation of a valid user name and password for your account. No sensitive personal information was viewable. After a review of your online account, we have also confirmed that no fraudulent activity occurred.

What We Are Doing

To defend against the attack, we reset your password in an effort to prevent additional attempts by the bad actor.

What You Can Do

We encourage you to change the password on your statefarm.com account as soon as possible to a new and unique password. If you use the same password for other online accounts, reset those, too. While it is often easier to return to a previous password that is easy to remember, a bad actor may have already obtained your user ID and password and may use it to access your online accounts with State Farm or other companies. By creating a new and unique password for each online account, you can reduce that risk.

To complete the password reset process for your State Farm online account from the statefarm.com site, you may select Login, then select the Forgot Password option and respond to the questions. If you need assistance, you may contact the State Farm Customer Care Center at 1-800-STATEFARM.

In addition to changing your password on your online accounts, you can further protect yourself in the following ways.

- You should remain vigilant for the next 12-24 months by reviewing and monitoring your accounts and free credit reports.
- Regularly review account statements and promptly report incidents of suspected identity theft to law enforcement, including The Federal Trade Commission (FTC) and Attorney General.
- This notification has not been delayed by law enforcement involvement.
- You may place a security freeze (also known as a credit freeze) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit report at the three national credit agencies without your consent. You must separately place a security freeze on your credit file at each

credit agency. Because the instructions for how to establish a security freeze differ from state to state, please contact the credit agencies listed below to find out more information.

- You are entitled to receive a free credit report from each of the three credit reporting agencies on an annual basis, and you may ask for a fraud alert on your credit report. A fraud alert tells creditors to contact you before any credit is issued or changes to your accounts are made, and generally stays in place for 90 days. For more information about fraud alerts or free credit reports, contact one of the credit reporting agencies below:
 - **Equifax:** 800-525-6285; www.alerts.equifax.com; P.O. Box 740256, Atlanta, GA 30374
 - **Experian:** 888-397-3742; www.experian.com/fraud; P.O. Box 9554, Allen, TX 75013
 - **TransUnion:** 800-680-7289; www.transunion.com/fraud; P.O. Box 2000, Chester, PA 19022
- Additional guidance on what identity theft is and steps you can take to avoid identity theft can be obtained from:
 - The Federal Trade Commission (FTC)
 - **Phone:** 877-ID-THEFT (438-4338); or TTY: 866-653-4261
 - **Online:** www.ftc.gov/IDTheft
 - **U.S. Mail:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580

For More Information

We regret the inconvenience and concern this situation may have caused you. If you have questions about this incident, please contact your agent, or call us at 1-800-STATEFARM.

Sincerely,

Kelley Bott
Office of Privacy, Manager
State Farm®

Cc: **State Farm Agent**