

Del Grande Dealer Group
P.O Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-833-909-4430
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<Enrollment>>

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

June 22, 2022

Notice of Data Breach

Dear <<First Name>> <<Last Name>>:

We are writing to notify you of a recent incident that may have affected the privacy of some of your personal information. Although we are unaware of any actual misuse of your information, we are contacting you to provide information about the event, our response, and the steps you can take to protect against the possibility of identity theft and related concerns, should you feel it appropriate to do so.

What Happened?

We recently learned from one of the vendors that provides us with data services that due to a misconfiguration of a server on their system, a way existed for unauthorized parties to access certain personal information that was collected from you online and in person in connection with a dealer visit. Although our vendor informed us that personal information may have been accessed between November 28, 2021, and April 12, 2022, after a thorough investigation of this matter, we do not have evidence that any of the subject documents and information were accessed, viewed or exported. However, because we cannot definitively rule out the possibility of information being accessed by unauthorized parties, we are informing you of this incident out of an abundance of caution and we are offering resources to assist you to protect your personal information should you feel it appropriate to take those steps.

What Information Was Involved?

Our investigation with our vendor of this possible incident determined that the information related to you that may have been affected includes your name, <<Data Elements Mail Merge>>.

What Are We Doing?

The server misconfiguration was addressed immediately by our vendor upon discovery. We have worked with the vendor who manages this server to address the issue and ensure it does not recur. We take this incident and the obligation to safeguard the information in our care, and our vendor's care, very seriously. After our vendor discovered the misconfiguration of their network server, we have worked diligently with them to conduct a comprehensive investigation of the event to confirm the nature, scope and any potential impact.

Although we have not received any reports of access to or misuse of this information, as an added measure of protection, we are offering complementary credit monitoring and fraud resolution services from ID Experts. IDX identity protection services include: <<12/24>> months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-833-909-4430 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above.

IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is September 1, 2022.

What You Can Do

In addition to enrolling in the services described above, we recommend that you monitor your credit reports for fraudulent transactions or accounts. You may obtain a free copy of your credit report maintained by each of the three credit reporting agencies by visiting www.annualcreditreport.com or by calling toll-free 877-322-8228. Review the reports carefully, and if you find anything you do not understand or that is incorrect, contact the appropriate credit reporting agency. Credit reporting agencies must investigate your report, and remove inaccurate, incomplete, or unverifiable information. In addition, if you suspect fraudulent activity, you can contact your local law enforcement agency, the attorney general of your state, and the Federal Trade Commission.

You may also consider contacting the credit reporting agencies directly if you wish to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account but might also delay any requests you might make for new accounts. Enquire with the credit reporting agencies for their specific procedures regarding security freezes.

- Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9554, Allen, TX 75013
- TransUnion: 1-800-916-8800; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000

The Federal Trade Commission also provides information about how to avoid identity theft and what to do if you suspect your identity has been stolen. You can contact them at 1-877-ID-THEFT (877-438-4338) or visit <https://consumer.ftc.gov/identity-theft-and-online-security>.

For More Information

For the latest information on this incident, you may also call 1-833-909-4430 or go to <https://app.idx.us/accountcreation/protect> for assistance or for any additional questions you may have.

IMPORTANT CONTACT INFORMATION

You may obtain information about avoiding identity theft from the FTC. The FTC can be reached at:

Federal Trade Commission
1-877-ID-THEFT (1-877-438-4338)
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20850
www.consumer.ftc.gov

IF YOU ARE A MARYLAND RESIDENT: You may also obtain information about avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023
www.oag.state.md.us

IF YOU ARE A NORTH CAROLINA RESIDENT: You may also obtain information about preventing identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice
Attorney General Roy Cooper
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226
<http://www.ncdoj.com>

IF YOU ARE A NEW YORK RESIDENT: You may also obtain information about preventing identity theft from the New York Department of State's Division of Consumer Protection. This office can be reached at:

New York State Division of Consumer Protection
123 William Street
New York, NY 10038-3804
1 (800) 697-1220
<http://www.dos.ny.gov/consumerprotection>
One Commerce Plaza
99 Washington Ave.
Albany, NY 12231-0001

