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[Date]

Important Security Notification

Dear [First Name] [Last Name]:

What Happened?

TaxPlus recently discovered that a data breach occurred involving hackers gaining access to our company's tax preparation software. Despite multiple layers of security, the hackers were able to use stolen credentials to access and create copies of client data across a period of days from 8/24/23 to 8/26/23. Our investigation has revealed that the computers used to access the compromised employee account are located internationally.

What Information Was Involved?

The information taken includes any data that was entered into the software prior to 8/26/23 as well as any information retained pro forma from a prior year. At minimum, this includes Social Security Numbers, Dates of Birth, and Addresses of all affected individuals (including dependents). Other information that may have been involved includes bank account and other financial institution account numbers, health insurance policy information, and other tax identification numbers.

What We Are Doing.

We take the protection of your personal information seriously and are taking steps to prevent a similar occurrence.

We have reviewed our data security policies and are providing additional training to all staff on combating the techniques hackers and scammers use to gain access to secure systems.

We have investigated our computer systems and have found that the breach was contained to a single workstation. Despite this, we are implementing further technological roadblocks in cooperation with our 3rd party service providers.

An investigation into this matter has been opened with the IRS and a criminal complaint has been filed with the Internet Crime Complaint Center (IC3) of the FBI. TaxPlus will continue to cooperate with law enforcement in supporting any efforts in pursuing the criminals responsible for the data breach.

Fraudulent Tax Returns

If a fraudulent tax return was filed using your information, your tax preparer will be reaching out to you directly (or may have already

reached out to you) and will help you prepare the necessary forms to file with the IRS.

Credit Monitoring and Identity Restoration

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** [Enrollment End Date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [Enrollment URL]
- Provide your **activation code:** [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [Experian TFN] by [Enrollment End Date]. Be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and

	<p>have access to the following features once you enroll in Experian IdentityWorks:</p> <ul style="list-style-type: none"> ▪ Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.* ▪ Credit Monitoring: Actively monitors Experian file for indicators of fraud. ▪ Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud. ▪ Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired. <p>\$1 Million Identity Theft Insurance**: Provides coverage for certain costs and unauthorized electronic fund transfers.</p>
<p>What You Can Do.</p>	<p>Visit https://www.identitytheft.gov/#/Steps and follow the steps outlined. At minimum, follow the steps outlined under “What To Do Right Away” and “Tax Identity Fraud.”</p> <p>Visit https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin to obtain an Identity Protection PIN from the IRS if you have not already been assigned one or if you are not submitting Form 14039 and reporting a fraudulent return for 2022. Please call our offices if you need assistance with obtaining a PIN or are unsure if you need to apply for one separately.</p> <p>Use the information provided, below in “Other Important Information” to sign up for Experian IdentityWorksSM using the engagement number provided.</p>
<p>Other Important Information.</p>	<ul style="list-style-type: none"> ▪ <p style="text-align: center;">Credit Bureau Information</p> <p>You can contact the 3 major credit bureaus using the below information.</p> <div style="background-color: #f0f0f0; padding: 10px;"> <p>Experian.com/help 888-EXPERIAN (888-397-3742)</p> <p>Experian P.O. Box 9554 Allen, TX 75013</p> <ul style="list-style-type: none"> • TransUnion.com/credit-help 888-909-8872 <p>TransUnion Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19016</p> </div>

- [Equifax.com/personal/credit-report-services](https://www.equifax.com/personal/credit-report-services)
800-685-1111

Equifax
P.O. Box 105069
Atlanta, GA 30348-5069

For More
Information.

We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call [Experian TFN] toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number [B#####].