



**TOTAL VISION®**  
 Return Mail Processing  
 PO Box 589  
 Claysburg, PA 16625-0589

December 4, 2020

G0290-L01-0000001 T00017 P003 \*\*\*\*\*ALL FOR AADC 123  
 SAMPLE A SAMPLE - L01 ADULT WITH CODE  
 APT ABC  
 123 ANY ST  
 ANYTOWN, US 12345-6789



**RE: Important Security Notification**  
**Please read this entire letter.**

Dear Sample A Sample,

We are contacting you regarding a data security incident that has occurred on October 30, 2020 at Total Vision, LLC. This incident involved your name, address, date of birth, social security number, and contact lens or eyeglass prescription. As a result, your personal information may have been potentially exposed to others. No other medical information or financial information was potentially exposed to the third party.

This information was located on a server that was accessed by a third party. Upon learning of this incident, we promptly secured the server and then encrypted the information on the server. Our investigation is ongoing at this time. Please be assured that we are taking steps necessary to address the incident.

**What we are doing to protect your information:**

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: February 28, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (844) 955-2743 by **February 28, 2021**. Be prepared to provide engagement number **DB24122** as proof of eligibility for the identity restoration services by Experian.

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## 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 have access to the following features once you enroll in Experian IdentityWorks:

- **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 agents 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.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (844) 955-2743. 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 (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 this Identity Restoration support is available to you for one year 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at (844) 955-2743.

Sincerely,



Doug Cannon  
Chief Financial Officer

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.