

HOLLYWOOD, CALIFORNIA

GLAMGLOW[®]

[Insert date], 2015

Dear [Name],

We recently became aware that an unauthorized party accessed the glamglowmud.com website. The incident resulted in the compromise of some individuals' GlamGlow account usernames (which are email addresses) and passwords. After learning of the issue, we launched an investigation and retained outside experts to help us understand the nature and scope of the issue. Based on the investigation, we believe the incident occurred between approximately May 18, 2014 and May 20, 2015.

We regret that this incident may affect you. We take our obligation to safeguard customer personal information very seriously and we are letting you know about this issue so you can take steps to help protect yourself. We promptly took steps to remediate the issue and secure the site. We are revamping our website and ask that you re-register your account with us once the new website is live. We recommend you change your password on any other website on which you use a password that is the same as or similar to your password for the GlamGlow website.

We have arranged to offer credit monitoring services to affected individuals for one year at no cost to them. The attached Reference Guide provides information on registration for the credit monitoring services. If you have any questions regarding this incident, please call 1-800-219-2031 between 9:30 am and 4:30 pm EST, Monday through Friday.

Again, we regret any inconvenience this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Reinaldo Gonzalez', with a long horizontal line extending to the right.

Reinaldo Gonzalez
General Manager

Reference Guide

We encourage affected individuals to take the following steps:

Register for Credit Monitoring. We have arranged with Equifax® to provide services to help you protect your identity and your credit information for one year at no cost to you. If you choose to take advantage of Equifax Credit Watch™ Gold with 3-in-1 Monitoring, Equifax will provide you with a notification of changes to your credit information. Equifax Credit Watch Gold with 3-in-1 Monitoring provides the following key services:

- Credit file monitoring and automated alerts of key changes to your Equifax, Experian and TransUnion credit reports;
- wireless and customizable alerts (available online only);
- one 3-in-1 Credit Report and access to your Equifax Credit Report™;
- up to \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you;
- 24 by 7 live agent customer service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and to initiate an investigation of inaccurate information; and
- 90-day fraud alert placement with automatic renewal functionality (available online only)

How to Enroll: You can sign up online or over the phone with the following enrollment code: **[Insert Credit Monitoring Code]**.

<p>To sign up for online delivery go to www.myservices.equifax.com/tri</p> <ol style="list-style-type: none">1. <u>Welcome Page</u>: Enter the enrollment code provided above and click the “Submit” button.2. <u>Register</u>: Complete the form with your name, gender, home address, date of birth, Social Security number and telephone number.3. <u>Create Account</u>: Complete the form with your email address, create a username and password, check the box to accept the Terms of Use and click the “Continue” button.4. <u>Verify ID</u>: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.5. <u>Order Confirmation</u>: This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.	<p>To sign up for U.S. Mail delivery, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via U.S. Mail only.</p> <ol style="list-style-type: none">1. <u>Activation Code</u>: You will be asked to enter your enrollment code provided above.2. <u>Customer Information</u>: You will be asked to enter your home telephone number, home address, name, date of birth and Social Security number.3. <u>Permissible Purpose</u>: You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.4. <u>Order Confirmation</u>: Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the U.S. Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity cannot be verified using the information provided). Please allow up to 10 business days to receive this information.
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