

FOREVER 21

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<Mail ID>>

<<Name 1>>

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<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Notice of Data Breach

Dear <<Name 1>>:

At Forever 21, the security and privacy of the information we maintain is a top priority. We are writing to inform you about an incident at our third-party, insurance broker involving some information related to the claim(s) that you filed with Forever 21. This notice explains the incident, measures that have been taken, and some steps you can take in response.

What Happened

Forever 21 was recently notified by our insurance broker, Willis Towers Watson (“WTW”), that an unauthorized third-party obtained access to two of WTW’s employees’ email accounts between February 15, 2018 and March 23, 2018. Upon learning this, we immediately launched an investigation and began working with WTW to conduct a comprehensive review of the contents of the email accounts. The investigation determined that WTW’s affected employee email accounts contained summary documents relating to some Forever 21 insurance claims.

What Information was Involved

The summary documents in WTW’s employees’ email accounts contained information related to your claim(s), including your name, date(s) of injury, information about your injury(es), and claim(s) amount(s). Your medical records, Social Security number, and financial information were **not** included.

What We Are Doing

Although, to date, WTW has discovered no facts indicating that any of your information was actually accessed or misused, out of an abundance of caution, we wanted to let you know this happened and assure you we take it very seriously. To help prevent a similar incident from occurring in the future, the insurance broker is implementing additional security measures and is continuing to provide further enhancements to its existing security program.

What You Can Do

WTW has arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. **For more information on *myTrueIdentity*, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect your information, please see the pages that follow this letter.**

For More Information

We sincerely regret any inconvenience or concern this may cause you. If you have any questions, please call **855-225-4836**, Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time.

Sincerely,

Lori Tranquilla

Lori Tranquilla
Senior Manager, Risk Management
Forever 21

MYTRUEIDENTITY ENROLLMENT INSTRUCTIONS

To enroll in this service, go to the *myTrueIdentity* website at **www.mytrueidentity.com** and in the space referenced as “Enter Activation Code”, enter the following 12-letter Activation Code <<**Insert Unique 12- letter Activation Code**>> and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<**Insert static 6-digit Telephone Pass Code**>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<**Insert Date**>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

ADDITIONAL INFORMATION ON STEPS YOU CAN TAKE IN RESPONSE

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580,
1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft