

Dear Valued Customer,

The security of your personal information is of utmost importance to us, and unfortunately, we must notify you of a recent breach that may have exposed some of your sensitive data.

On July 17 2023, we discovered a physical security breach at The UPS Store #3270 located at 4096 Piedmont Ave Oakland, CA 94611 which resulted in the theft of certain documents including live scan forms that contained personal information, including social security numbers of some of our valued customers, including you.

The stolen information included names, addresses, contact information, and social security numbers. We want to emphasize that we have no evidence at this time that your personal information has been misused, but given the sensitive nature of the data, we want to ensure you have all the information you need to take precautionary steps.

Here's what we are doing in response to this incident:

1. Reporting the physical security breach to law enforcement agencies and cooperating fully with their investigation.
2. Informing all affected customers, including you, to provide guidance on safeguarding your information and steps you can take to protect your identity.

In the meantime, we recommend that you take the following steps to protect your personal information:

- Monitor your financial accounts and credit reports regularly for any unusual or unauthorized activity.
- Consider placing a fraud alert or security freeze on your credit reports to prevent unauthorized access.
- Be cautious of any unsolicited communications requesting personal information or payment.

We understand the seriousness of this incident and our team is committed to resolving this situation promptly. Should you have any questions or require further information, please do not hesitate to contact us.

Kind Regards,

The UPS Store #3270
4096 Piedmont Ave
Oakland, CA 94611