



Processing Center • P.O. BOX 141578 • Austin, TX 78714

00200  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

00007  
ACD1234  
00-ACIDL1E-2

July 13, 2015

Dear John Sample,

New Horizons Computer Learning Centers, Inc. (“New Horizons”) recently discovered an incident that may affect the security of your personal information. We are unaware of any attempted or actual misuse of your personal information, but are providing this notice to ensure that you are aware of the incident so that you can take steps to protect your information.

Upon learning of the incident, New Horizons launched an investigation, which is ongoing. New Horizons has taken steps to prevent an incident like this from happening again. New Horizons retained third-party forensic investigators to assist in the investigation into this incident. New Horizons reported the incident to the FBI, and the FBI’s investigation into this incident is ongoing.

To help detect the possible misuse of your information, we have arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date we first provided you with enrollment instructions, and you can use them at any time during the next 24 months.

**AllClear SECURE:** The team at AllClear ID is ready and standing by if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-866-979-2512 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear ID maintains an A+ rating at the Better Business Bureau.

**AllClear PRO:** This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child’s information. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling 1-866-979-2512 using the following redemption code: Redemption Code.

Please note: Additional steps may be required by you in order to activate your phone alerts.

We encourage you to remain vigilant, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.



01-02-7-00

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Under Massachusetts law, consumers may place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services.

If you have been the victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)), Experian ([www.experian.com](http://www.experian.com)), and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail to the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
P.O. Box 2000  
Chester, PA 19022-2000

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit file report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) **and** the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to remove the security freeze.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

You can also further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft); 1-877-ID-THEFT (877-438-4338); and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement.

You can also contact the confidential inquiry line, staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against identity theft and fraud, with questions or concerns regarding this incident. This confidential inquiry line is available Monday through Saturday, 8:00 am – 8:00 pm, Central Time, at 1-866-979-2512.

New Horizons takes privacy and data security very seriously, and would like to sincerely apologize for any inconvenience or concern this may have caused. We want to assure you that we continue to take appropriate actions to protect the privacy and security of your information.

Sincerely,



Earle W. Pratt III  
Chief Executive Officer





# EXHIBIT B



Processing Center • P.O. BOX 141578 • Austin, TX 78714

03057  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

0001  
ACD1234  
00-ACIDLT1E-2

July 13, 2015

Dear John Sample,

New Horizons Computer Learning Centers, Inc. (“New Horizons”) recently discovered an incident that may affect the security of your business information. While New Horizons is unaware of any actual or attempted misuse of this information, we are writing to provide you with information regarding the incident, steps we’ve taken since discovering this incident, and what you, as the business owner, can do to protect yourself against identity theft and fraud if you feel it is appropriate to do so.

***What Happened?*** On May 28, 2015, we detected suspicious activity on a certain server within our network. We immediately launched an investigation into the activity and, on June 11, 2015, determined unauthorized access to certain employee and vendor information stored on our network had occurred. While our investigation is ongoing, we’ve determined the following information relating to your business was accessed without authorization: name, and bank account information. **Again, we are unaware of any actual or attempted misuse of this information.**

***What is New Horizons Doing?*** New Horizons takes the security of your business information very seriously. In addition to launching an investigation into this incident, we’ve taken steps to prevent additional unauthorized access to our network and continue to monitor our system for suspicious activity. We’ve retained third-party forensic investigators to assist in our investigation into this incident. We’ve reported the incident to the FBI, and their investigation is ongoing.

In addition to the steps above, we are also providing notice of this incident and information on how to protect yourself against identity theft and fraud. The enclosed Privacy Safeguards Information contains information on protecting against identity theft and fraud.

***What You Can Do.*** You can review the enclosed Privacy Safeguards Information. You can also contact the confidential inquiry line, staffed with professionals familiar with this incident and knowledgeable on what you can do to protect yourself against identity theft and fraud, with questions or concerns regarding this incident. This confidential inquiry line is available Monday through Saturday, 8:00 am – 8:00 pm, Central Time, at 1-866-979-2512 (toll free) or 1-512-579-2521 (toll).

New Horizons takes privacy and data security very seriously, and would like to sincerely apologize for any inconvenience or concern this may have caused. We want to assure you that we continue to take appropriate actions to protect the privacy and security of your information.

Sincerely,

Earle W. Pratt III  
Chief Executive Officer



01-02-1-00



## PRIVACY SAFEGUARDS INFORMATION

We encourage you to remain vigilant, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place the freeze on all of your credit files.

To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
(NY residents please call  
1-800-349-9960)  
[www.equifax.com/help/  
credit-freeze/en\\_cp](http://www.equifax.com/help/credit-freeze/en_cp)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/  
freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion Fraud Victim  
Assistance  
P.O. Box 6790  
Fullerton, CA 92834  
Fraud Division  
800-680-7289  
[www.transunion.com/freeze](http://www.transunion.com/freeze)

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. **For Maryland residents**, the Attorney General can be reached at: 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202; 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov).

Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

