

Date

Green, Polack & Company
1300 W. Lodi Avenue, Suite O
Lodi, California 95242

**Re: Notice of a Data Security Incident
(Please read this letter in its entirety)**

Dear [NAME]:

We are writing to notify you that an unauthorized third-party accessed our computer network, which contained your personal information. With the help of professional security experts, we are doing everything we can to limit the potential adverse consequences of this security incident. We would like to provide you with one year of complimentary credit and fraud monitoring services, as well as identity theft insurance at no cost. Enrollment instructions are provided with this letter.

What Happened

On or around the end of April 2021, we were alerted that malware had been downloaded to a computer that contained your personal information for the purpose of filing tax returns. As a result, we immediately took steps to remediate the situation and remove the malware. A thorough investigation of what happened was then conducted. Based on the review of the situation and an examination of the affected data, personal data belonging to you was potentially exposed to the unauthorized intruder. We are therefore taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.

What Information Was Involved

The affected data included personal information, including but not limited to names, account numbers, associated contact information, and Social Security numbers.

What We Are Doing

We have made immediate enhancements to my systems, security and practices. Additionally, we have engaged appropriate experts to assist in conducting a full review of my security practices and systems to ensure that appropriate security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation.

In addition, we are providing you with access to the following services:

Access to Triple Bureau Credit Monitoring/Triple Bureau Credit Report/Triple Bureau Credit Score/Cyber Monitoring* services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. The cyber monitoring will review the dark web and alert you if your personally identifiable information is found online. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have.

* Services marked with an "***" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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To enroll in Credit Monitoring* services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. **When prompted please provide the following unique code to receive services: <CODE HERE.>** In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 5:00 pm Eastern time, Monday through Friday. Please call the help line 1-800-405-6108 and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described below is required.

What You Can Do

You are encouraged to remain vigilant against fraud and identity theft, including over the next twelve to twenty-four months, by regularly reviewing your financial account statements and monitoring credit reports for suspicious activity, and to immediately report any unauthorized charges to the card issuer. The phone number to call is usually on the back of the credit or debit card. Any incidents of suspected identity theft may be reported to financial institutions and law enforcement, including the Federal Trade Commission. 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 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 the numbers and websites identified below.

You also have the right to place a “security freeze” on your credit report at no cost or charge, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who may access the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or to lift a security freeze on your credit report. Should you wish to place a security freeze, or to obtain a free copy of your credit report, please contact the major consumer reporting agencies.

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to <OUR COMPANY>

As an alternative to a security freeze, you have the right to place a “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim

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of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies. You may also contact the Federal Trade Commission for additional information regarding consumer protection at:

Federal Trade Commission
Bureau of Consumer Protection
600 Pennsylvania Ave., NW
Washington, DC 20580
Toll-Free: (877) 438-4338
TTY: 1-866-653-4261

<https://www.identitytheft.gov>

<http://ftc.gov/idtheft>

<https://www.consumer.ftc.gov/articles/0235-identity-theft-protection-services>

You can also apply for an Identity Protection Pin (IP PIN) with the IRS to prevent unauthorized persons from filing a tax return in your place. If you want to request an IP PIN, you must first create an online account with the IRS. For more information about the IP PIN and instructions on obtaining an IP PIN, please visit <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>. In the event that you do not have access to the internet and have income of \$72,000 or less, you can also use IRS Form 15227, Application for an Identity Protection Personal Identification Number to apply for an IP PIN. In the alternative, you can also obtain an IP PIN by making an appointment at your local IRS Office's Taxpayer Assistance Center.

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include knowing what is in your file; disputing incomplete or inaccurate information; and requiring consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

You have the right to file or obtain a police report. If you suspect you have been the victim of identity theft, you are advised to report suspected identity theft to local law enforcement, including your state Attorney General and the Federal Trade Commission.

For More Information

While representatives should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with us regarding this incident. If so, please call us at 209 333 0637 from 9am to 5pm, Pacific Time, Monday through Friday.

We take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

SIGNATURE

Debbie Green and Curt Polack

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Additional Important Information

For residents of Oregon: State law advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland:

You can obtain information from the Maryland Office of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the
Attorney General**

Consumer Protection
Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

Federal Trade Commission

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

For residents of Hawaii: State law advises you to remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of New Mexico: State law advises you to review personal account statements and credit reports to detect errors resulting from the breach.

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