



<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Date>> (Format: Month Day, Year)  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<ZipCode>>

## **NOTICE OF DATA BREACH**

Dear <<MemberFirstName>> <<MemberLastName>>,

You recently received a communication from the Rite Aid Privacy Office regarding an issue involving Empower Retirement ("Empower"), Walgreens' 401(k) record keeper. We wish to provide you with additional information about this issue and the steps we have taken in response.

### **What happened?**

As a result of Rite Aid's sale of 1,932 stores and 3 distribution centers to Walgreens, Rite Aid provides certain transition services to Walgreens to support the sale of the stores and distribution centers until converted to Walgreens' systems ("Transition Services"). To support the Transition Services, Rite Aid provides weekly administrative files to certain Walgreens vendor partners including Empower. Due to a programming update made by Rite Aid on August 30, 2018, Rite Aid associates were inadvertently included in the standard eligibility file that goes to Empower.

### **What information was involved?**

As a result, Empower received certain pieces of your personal information, including your name, contact information, Social Security number and certain benefits-related information.

### **What we are doing.**

Promptly after learning of the issue, Rite Aid began working with Empower to confirm that the information was not misused by Empower.

We take our obligation to safeguard personal information very seriously and have implemented additional measures to help prevent this type of issue in the future. You are entitled under U.S. Law to one free credit report annually from each of the three nationwide consumer-reporting agencies. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

In addition, we have arranged to offer you identity-monitoring services provided by Kroll for one year at no cost to you. Kroll's identity monitoring services include credit monitoring, fraud consultation, and identity theft restoration.

### **Activating Services**

You may activate these services online or by mail.

Visit [my.idmonitoringservice.com](http://my.idmonitoringservice.com) to activate and take advantage of your identity monitoring services.

*You have until **January 30, 2019** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-833-228-5715. Additional information describing your services is included with this letter.

**What you can do.**

Please review the enclosed "Reference Guide" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

**For more information.**

We apologize for any confusion or inconvenience this may cause you. If you have questions, please call 1-833-228-5715, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

You may also contact Rite Aid's Privacy Office at [Privacy.Office@riteaid.com](mailto:Privacy.Office@riteaid.com).

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

A handwritten signature in black ink, appearing to read "Andy Palmer".

Andy Palmer  
GVP of Privacy, Compliance & Internal Assurance Services

## Reference Guide

We encourage our affected associates to take the following steps:

Order Your Free Credit Report. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Register for Identity Monitoring Services. As stated on page 1, we have arranged with Kroll to offer you identity monitoring services for one year at no cost to you. These identity monitoring services include the following:

- *Single Bureau Credit Monitoring:* You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.
- *Fraud Consultation:* You have access to consultation with a Kroll fraud specialist. Support includes showing you ways to protect your identity, explaining your rights and protections, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.
- *Identity Theft Restoration:* If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can help you identify the scope of the identity theft, and then work with you to resolve it.

Report Incidents. If you detect any unauthorized transactions in a payment card account, promptly notify your relevant payment card issuer or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement or your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov/>.
- File a police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

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

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Credit Information Services, Inc. P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

### **Additional Resources**

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above.