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Suwanee, GA 30024

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SAMPLE A. SAMPLE -

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ANYTOWN, US 12345-6789



August 23, 2021

NOTICE OF DATA BREACH

Dear Sample A. Sample:

Santa Clara Valley Transportation Authority (“VTA”) is writing to notify you of a recent incident that may have impacted the security of some of your information. This letter, your second notice, provides details of the incident, our response to date, and resources available to you to help protect your information, should you feel it is appropriate to do so.

What Happened?

As you know, on April 17, 2021 VTA discovered certain computer systems in its environment were inaccessible. We launched an investigation with the assistance of third-party forensic specialists and the investigation determined that an unknown actor accessed the VTA systems sometime between March 25, 2021 and April 17, 2021. Our review is ongoing, but we have reason to believe data pertaining to VTA employees may have been removed from the VTA environment.

What Information Was Involved?

We are undergoing a detailed review of the impacted data with the assistance of third-party specialists. Your name, address, phone number, Social Security Number, bank account information, medical information, and health insurance information may have been impacted so we are providing this notice to you now, before our detailed review has been completed, in an abundance of caution.

What We Are Doing.

The confidentiality, privacy, and security of personal information is among VTA’s highest priorities. Upon learning of the event, we began an investigation and took steps to assess the security of our network with the assistance of third-party specialists and law enforcement. We are also notifying potentially affected individuals, including you, so that you may take further steps to best protect your personal information, should you feel it is appropriate to do so. As an added precaution, we have arranged to have Experian provide identity monitoring services for 12 months at no cost to you. We have also notified law enforcement.

What You Can Do.

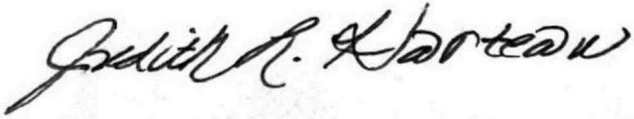
We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors over the next 12 to 24 months. Additional information and resources are included in the enclosed “Steps You Can Take To Protect Personal Information.” You may also enroll in the complimentary identity monitoring services we are making available to you. Enrollment instructions are attached to this letter. Thank you for your patience while we have worked with the security team to neutralize this threat.

For More Information.

If you have additional questions, please call our dedicated assistance line at (855) 797-1895, Monday through Friday, between 6:00 a.m. and 8:00 p.m. Pacific Time, Saturday and Sunday between 8:00 a.m. and 5:00 p.m. Pacific Time (except U.S. holidays). Be prepared to provide your engagement number B016373.

We sincerely regret any inconvenience this incident may cause you. Protecting your information is very important to us, and we remain committed to safeguarding the information in our care.

Sincerely,

A handwritten signature in black ink that reads "Judith L. Harteau". The signature is written in a cursive style with a large initial "J".

Judith L. Harteau
Enterprise Risk Manager
Santa Clara Valley Transportation Authority

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Identity Monitoring

To help protect your identity, we are offering a complimentary 12-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by October 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(855) 797-1895** by **October 31, 2021**. Be prepared to provide engagement number **B016373** as proof of eligibility for the Identity Restoration services by Experian.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit 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 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit 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 credit freeze to take control over who gets access to 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 lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Santa Clara Valley Transportation Authority is located at 2240 South 7th Street, San Jose, CA 95112.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.