



C/O ID Experts
 10300 SW Greenburg Rd. Suite 570
 Portland, OR 97223

To Enroll, Please Call:
 1-800-939-4170
 Or Visit:
<https://app.myidcare.com/account-creation/protect>
 Enrollment Code:
 <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
 <<Address1>> <<Address2>>
 <<City>>, <<State>> <<Zip>>

September 9, 2020

Re: Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

STG Holdings, LLC (“STG”) writes to notify you of a recent incident that may affect the security of some of your personal information. Although at this time there is no indication that your information has been misused in relation to this incident, we are providing you with information about the incident, our response to it, and information related to what you may do to better protect your personal information, should you feel it appropriate to do so.

What Happened? On September 10, 2019, STG became aware of unusual activity involving certain employee email accounts and immediately began an investigation with the assistance of third-party computer forensics specialists. The investigation determined that a limited number of employee email accounts were accessed without authorization between June 27, 2019 and September 17, 2019. Although the investigation was unable to determine whether personal information stored in impacted email accounts had actually been viewed or removed by an unauthorized actor, STG could not rule out the possibility of such activity. Therefore, in an abundance of caution, STG performed a thorough review of the information stored within the impacted email accounts and determined that your personal information was potentially affected.

What Information Was Involved? Our investigation determined that at the time of the incident the following types of your personal information were stored within an impacted email account and therefore may have been subject to unauthorized access: your <<VARIABLE TEXT 1>> and name.

What Are We Doing. Information privacy, and security are among STG’s highest priorities, and we have strict security measures in place to protect information in our care. Upon learning of this incident, we quickly took steps to confirm the security of our systems, including our employee email accounts. We reset passwords for STG email accounts, conducted additional employee training, and are currently reviewing our policies and procedures relating to data security.

Although at this time we have no evidence of actual or attempted misuse of your information in relation to this incident, we are notifying you so that you may take further steps to better protect your personal information should you feel it is appropriate to do so. As an added precaution, we also secured the services of IDExperts to provide identity and credit monitoring services at no cost to you for twelve (12) months. For more information on these services, please review the enclosed “Steps You Can Take to Protect Your Information.”

What Can You Do. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. You may review the information contained in the attached “Steps You Can Take to Protect Your Information.” You may also enroll to receive the identity and credit monitoring services we are making available to you as we are unable to enroll in these services on your behalf.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our call center at 1-800-939-4170 (toll free), Monday through Friday, 6 a.m. to 6 p.m. PT.

STG takes the privacy and security of the personal information in our care seriously. Please let us know if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'CW', is positioned below the word 'Sincerely,'.

Chase Welsh
Chief Administrative Office & General Counsel
STG Holdings, LLC

Steps You Can Take to Protect Your Information

Complimentary Credit Monitoring and Identity Protection Services

Website and Enrollment: Please visit <https://app.myidcare.com/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code included with this letter.

Activate the monitoring provided as part of your MyIDCare™ membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare™ will be able to assist you.

Telephone: Contact MyIDCare™ at 1-800-939-4170 to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Deadline to Enroll: December 9, 2020

Monitor Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports 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 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.

You have the right to place a “security freeze” on your credit report, 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 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788

Atlanta, GA 30348-5788

1-800-685-1111

www.equifax.com/personal/credit-report-services

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.

As an alternative to a security freeze, you have the right to place an initial or extended “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 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 listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008
www.equifax.com/personal/credit-report-services

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); 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 North Carolina residents, the Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; or www.ncdoj.gov.

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