



November 27, 2013

**CITGO Petroleum Corporation**

P.O. Box 4689  
Houston, TX 77210-4689

Name  
Address  
Address

Dear Name:

We value our relationship with you and we respect and work to protect the privacy of your information. That’s why CITGO must make you aware of a data storage issue that involves your personal information. Please note this is a precautionary notice only, as there is no indication that your information was accessed or retrieved by unauthorized employees, or that there has been any misuse of your personal information. Furthermore, we have no reason to believe that this type of incident will occur in the future.

On Oct. 9, 2013, we discovered a folder on one of CITGO’s computer networks containing your personal information, including social security numbers and financial information. Storing this data in that location was not in accordance with CITGO’s procedures for handling this type of information. Upon discovery of the general accessibility of the Intranet site, we immediately restricted access to this subfolder and its stored documents to only those employees who have a legitimate need to access such documents. In the meantime, we are working with corporate IT Security personnel to ensure that we have taken all appropriate steps to identify the affected individuals and information. We will notify you again if there are any significant developments. This notice to you has not been delayed as a result of a law enforcement investigation.

Again, while there is no indication that your personal information was inappropriately accessed by our employees, you should review all of your account statements for any suspicious activity and report any such activity. For additional protection, CITGO is going to provide you a **complimentary** one-year membership of Experian’s® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

**Activate ProtectMyID Now in Three Easy Steps**

1. **ENSURE** That You Enroll By: **February 28, 2014** (Your code will not work after this date.)
2. **VISIT** the ProtectMyID Web Site to enroll: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)
3. **PROVIDE** Your Activation Code: Code

If you have questions or need an alternative to enrolling online, please call 877-371-7902. Additional information on what is included with ProtectMyID is enclosed with this letter.

You can also contact the fraud department at any one of the three credit agencies listed below and inform them that your personal information may have been inappropriately accessed, and request that a “fraud alert” be placed on your credit file.

Company	Website	Telephone No.	Mail
Equifax	<a href="http://www.equifax.com">www.equifax.com</a>	1-800-685-1111	P.O. Box 740241, Atlanta, GA 30374-0241

Experian	<a href="http://www.experian.com">www.experian.com</a>	1-888-397-3742	P.O. Box 2104, Allen, TX 75013-0949
Trans Union	<a href="http://www.transunion.com">www.transunion.com</a>	1-800-916-8800	P.O. Box 1000, Chester, PA 19022

For further information regarding this matter, please contact Brian Reeves, at (832) 486-4886.

Sincerely,



**Raymond J. Vaslavsky**  
**Manager Brand Programs**

## **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:**

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG . The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.