

SYUFY ENTERPRISES

P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-909-3940
Or Visit:
[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>

August 24, 2021

Re: Notice of Data Breach

Dear <<First Name>> <<Last Name>>:

Syufy Enterprises, LP (“Syufy”) is committed to protecting the privacy and security of the information entrusted to us. We are writing to inform you of a recent event that may impact some of your information. Although we are unaware of any actual or attempted misuse of your information, we are providing you with details about the event, steps we are taking in response, and resources available to help you better protect your information, should you feel it is appropriate to do so.

What Happened? On September 16, 2020, we detected suspicious activity on certain systems on the Syufy network. We immediately launched an investigation to determine the nature and scope of the incident. Through the investigation, we identified certain files and folders on the network that may have been viewed or taken by an unauthorized actor between September 7, 2020 and September 15, 2020. Although the investigation could not definitively confirm whether an unauthorized actor viewed or took such files, in an abundance of caution, we conducted a thorough review of the potentially impacted files to determine whether they contained any sensitive information. This review was completed on or about March 1, 2021. We thereafter worked to identify address information in order to notify potentially impacted individuals, which we have now completed.

What Information Was Involved? We cannot confirm if the unauthorized actor(s) viewed or took any specific information relating to you. However, we determined that the potentially at-risk files contained your name, [data elements].

What We Are Doing. We took steps to contain the incident, including resetting user passwords promptly upon discovery. As part of our ongoing commitment to the privacy and security of information in our care, we are evaluating opportunities to improve security and to better prevent future events of this kind. We have secured the services of IDX to provide you with credit monitoring and identity restoration services for 12 months, at no cost to you.

What You Can Do. As a precaution, we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and by monitoring your free credit reports for suspicious activity and to detect errors. You can find out more about how to better protect against the potential misuse of information in the enclosed *Steps You Can Take to Protect Your Information*. There, you will also find more information about the credit monitoring services we are offering and how to enroll.

For More Information. We understand that you may have questions about this event that are not addressed in this letter. If you have additional questions, we encourage you to call our dedicated assistance line at 1-833-909-3940, which is available Monday through Friday, from 6:00 a.m. to 6:00 p.m., Pacific Time. You may also write to us at: 150 Pelican Way, San Rafael, CA 94901.

We apologize for any inconvenience this incident may cause you and remain committed to the privacy and security of information in our possession.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew", with a long, sweeping horizontal stroke extending to the right.

Andrew Cuyugan McCullough
Executive Vice President, Business Affairs

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll in Credit Monitoring

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection 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, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-833-909-3940 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

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 one-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 credit 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, military identification, 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 fraud alert or 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.