



November 29, 2016

TSYS Merchant SolutionsSM
1601 Dodge Street, 23E
Omaha, NE 68102-1637

NOTICE OF A DATA BREACH

TSYS Merchant Solutions is a contracted provider to Independent Service Organizations (ISOs) including the ISO that processes your company's credit card transactions. As a contracted service provider, TSYS files required reports with the IRS on behalf of our ISO customers using the merchant's TIN. TSYS maintains a TIN Mismatch file for all merchants for which the data on file with TSYS does not match the data on file with the IRS. The TIN Mismatch file for each merchant is sent to the respective TSYS customer to resolve the mismatch.

What Happened:

On November 14, 2016, the TIN Mismatch file that included your information was sent to the ISO that processes your transactions. A representative of a TSYS partner bank was inadvertently copied on the email. The result of this error was that your merchant information was accessible to this bank representative.

What Information Was Involved:

The information accessible to the bank partner included your Merchant Identification Number, merchant name, and Tax Identification Number (or Social Security Number if you are a sole proprietorship).

What We Are Doing:

The bank whose representative received this information in error is a trusted partner of TSYS, and has confirmed that the bank representative immediately deleted the file. This bank is subject to strict federal and state laws governing the protection of personal information and therefore understands the sensitive nature of the information. TSYS has no reason to believe there is any risk of harm related to this issue. However, TSYS is communicating this information to you out of an abundance of caution and transparency.

What You Can Do:

In general, it is important to safeguard your personal information. Some easy steps you can take include watching for possible phishing attacks (suspicious emails enticing you to click on attachments or links), avoiding calls or emails from unknown sources that solicit your personal information and using trusted security software that is set to update automatically. You should also remain vigilant by reviewing account statements and monitoring free credit reports. For more information on best practices visit www.onguardonline.gov. You should also report suspected incidents of identity theft to local law enforcement, your state's attorney general and the FTC.

For More Information:

We sincerely apologize for any inconvenience that this incident may cause you. If you have any questions or concerns regarding this matter, please do not hesitate to contact me at [toll free phone number] or [email].

Sincerely,

[Name]

[Title]

TSYS Merchant Solutions

INFORMATION ABOUT IDENTITY THEFT PREVENTION

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-02411-800-685-1111, www.equifax.com

Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

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

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com

Experian: 1-888-397-3742, www.experian.com

TransUnion: 1-800-680-7289, www.transunion.com

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies listed above to find out more information.

Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company.