



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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Re: Notice of Data Breach

Dear <<Name 1>>:

Westlake Hardware, Inc. (“Westlake”) is writing to inform you of a recent event that may affect the security of some of your personal information. This letter provides details of the incident, our response, and resources available to you to help protect your information, should you feel it is appropriate to do so.

What Happened? On August 26, 2020, Westlake discovered that certain computer systems in its environment were inaccessible. We immediately launched an investigation with the assistance of third-party computer forensic specialists to determine the full nature and scope of the event. Westlake also notified federal law enforcement. Through this investigation, Westlake determined that an unknown actor gained access to certain Westlake systems between August 21, 2020 and August 30, 2020. The investigation determined that certain files on those systems were accessed and acquired by the unknown actor.

We then worked with third-party specialists to perform a comprehensive review of the contents of the affected systems to determine what personal information was contained in the systems and to whom the information related. Upon completion of the third-party review, we then conducted a manual review of our records to determine the identities and contact information for potentially impacted individuals. On January 22, 2021, we confirmed address information for affected individuals to provide notifications.

What Information Was Involved? We determined that the following types of information related to you may have been accessed and acquired by the unknown actor during this incident: name, <<Data Elements>>.

What We Are Doing. The confidentiality, privacy, and security of information in our care is one of our highest priorities. Upon discovering this incident, we immediately took steps to further secure our systems and conduct an investigation. As part of our ongoing commitment to the security of personal information in our care, we are reviewing our existing policies and procedures to include additional safeguards. Although we do not have any indication of identity theft or fraud as a result of this incident, we are offering credit monitoring and identity theft protection services through Transunion for 12 months at no cost to you as an added precaution. We also notified state regulators, as required.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, review your account statements, monitor your credit reports for suspicious activity, and to report any suspicious activity immediately to your bank or financial institution. Additional information and resources are included in the enclosed “Steps You May Take To Help Protect Personal Information.” You may also enroll in the complimentary credit monitoring services available to you. Enrollment instructions are attached to this letter.

For More Information. If you have additional questions, please contact our dedicated assistance line at 800-677-5578, Monday through Friday, between 8:00 a.m. and 8:00 p.m. Central Time (except U.S. holidays). You can also write to Westlake at 14000 Marshall Drive, Lenexa, KS 66215.

We sincerely regret any inconvenience or concern this incident may cause.

Sincerely,

Westlake Hardware, Inc.

STEPS YOU MAY TAKE TO HELP PROTECT PERSONAL INFORMATION

Enroll in Credit Monitoring

Complimentary One-Year *myTrueIdentity* Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion,[®] one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

Monitor Your 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

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 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). 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.

Notice of Data Event

February 10, 2021 – Westlake Hardware, Inc. (“Westlake”) is issuing notice of a recent data security event that potentially affected the confidentiality of certain personal information.

What Happened. On August 26, 2020, Westlake discovered that certain computer systems in its environment were inaccessible. Westlake immediately launched an investigation with the assistance of third-party computer forensic specialists to determine the full nature and scope of the event. Westlake also notified federal law enforcement. Through this investigation, Westlake determined that an unknown actor gained access to certain Westlake systems between August 21, 2020 through August 30, 2020. The investigation determined that certain files on those systems were accessed and acquired by the unknown actor.

Westlake then worked with third-party specialists to perform a comprehensive review of the contents of the affected systems to determine what personal information was contained in the systems and to whom the information related. Upon completion of the third-party review, Westlake then conducted an exhaustive manual review of our records to determine the identities and contact information for potentially impacted individuals. On January 22, 2021, we confirmed address information for affected individuals to provide notifications. Although Westlake has no indication of identity theft or fraud as a result of this incident, Westlake is notifying potentially impacted individuals out of an abundance of caution.

What Information Was Affected. The review determined that one or more of the following types of information associated with an individual were present on impacted systems and subject to access and acquisition by the unknown actor: name, address, date of birth, driver’s license or other government issued identification number, Social Security number, financial account information, and limited medical and health insurance information.

What We Are Doing. The confidentiality, privacy, and security of information in our care is one of our highest priorities. Immediately after learning of the incident, we launched an investigation to determine the full nature and scope of what occurred. We also implemented additional security measures to further protect information and notified federal law enforcement and state regulators.

What Affected Individuals Can Do. Individuals are encouraged to remain vigilant against incidents of identity theft by reviewing account statements and credit reports for unusual activity and reporting any suspicious activity immediately to their financial institution. In addition, we are offering affected individuals access to complimentary identity and credit monitoring services for 12 months through TransUnion. Additional detail can be found below, in the *Steps You Can Take to Protect Your Personal Information.*

For More Information. If you have questions about this incident you may call our dedicated assistance line at 800-677-5578 Monday through Friday (excluding U.S. holidays), during the hours of 8:00 a.m. to 8:00 p.m., Central Time. Individuals may also write to Westlake at 14000 Marshall Drive, Lenexa, KS 66215.

Steps You Can Take To Protect Your Personal Information

As a best practice, you should remain vigilant against incidents of identity theft and fraud, review your account statements, and 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.

If you wish to enroll with the TransUnion credit monitoring and identity restoration services, please contact our dedicated assistance line to verify that your information was contained on the impacted systems. After confirmation that you were included, TransUnion will assist in enrolling you in the credit monitoring service.

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/cr/edit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/cr/edit-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 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, government 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 the major consumer reporting agencies listed below:

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Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

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

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); 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.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023 (within Maryland) or 1-410-576-6300.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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/>.

North Carolina Residents: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400, 877-566-7226 (toll free within NC).

Washington D.C. Residents: the Office of Attorney General for the District of Columbia can be reached at: 400 6th Street NW, Washington, D.C. 20001; 1-202-442-9828; <https://oag.dc.gov>.