

April 29, 2021



Name

Address

Address

Dear:

Please read this letter in its entirety.

We may have recently been the victims of a social engineering scam that allowed an unauthorized party to access one of our employee's accounting software. We discovered this situation on April 4, 2021. We promptly engaged our IT support to help us investigate, evaluate and respond to the situation. Based on their review of the situation, it is possible that some personal data belonging to you was potentially exposed to the unauthorized intruder. This data may have included personally identifiable information (PII) with some combination of your <data elements>.

While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.

What is 4 Seasons Real Estate doing to address this situation?

We are committed to helping those people who may have been impacted by this unfortunate situation.

4 Seasons Real Estate is providing you with access to the following services:

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Please call the help line at XXX-XXX-XXXX and supply the fraud specialist with your access code listed below. To extend these services, enrollment in the monitoring services described below is required.

Additionally, we are providing you with access to Triple Bureau Credit Monitoring/Triple Bureau Credit Report and Score* services, access to a Fraud Specialist and remediation support in the event that you become a victim of fraud. These services will be available to you at no charge for twelve (12) months and will begin as soon as you complete your registration. When changes occur to your Experian, TransUnion or Equifax credit files, notification is sent to you the same day the change or update takes place with the bureau. To safeguard your privacy and security, you will be asked to verify your identity before monitoring can be activated.

To enroll in Credit Monitoring* services at no charge, please log on to www.xxx.com and follow the instructions provided. When prompted, please provide the following unique code to receive services: <CODE HERE>. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

What can I do on my own to address this situation?

Representatives have been retained to help you with any questions or problems you may encounter, including assisting you with obtaining a credit report and placing fraud alerts. If you choose not to use these services, we strongly urge you to do the following:

* Services marked with an "*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to 4 Seasons Real Estate

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

For residents of Oregon, you can also reach out to the Office of the Attorney General at:
Oregon Department of Justice
1162 Court St. NE
Salem, OR 97301-4096
877-877-9392

What if I want to speak with 4 Seasons Real Estate regarding this incident?

While representatives should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with 4 Seasons Real Estate regarding this incident. If so, please call Lanissa at 406-670-9799 from 9:00 am to 5:00 pm Mountain Time, Monday through Friday.

At 4 Seasons Real Estate we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

Lanissa Fortner

Lanissa Fortner
President and CEO