



October [X], 2024

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XXXXXX
XXXXXX

Subject: Important Notice

Account Number: XXXXXX

Dear XXXXXX:

Verizon Communications, Inc. (“Verizon”) works hard to protect our customers’ account information. We are writing to inform you of a recent data security issue that occurred involving one of our retail agents.

What Happened?

On September 5, 2024, Verizon learned that a server belonging to one of its retail agents was accessed by an external, unauthorized party.

What Information Was Involved?

The affected server contained certain information regarding your account, including your name, phone number, products purchased, and Social Security number.

What We Are Doing?

We have investigated the issue and found no evidence of continued unauthorized access to the agent’s server.

What You Can Do.

Identity Protection and Credit Monitoring Services

As part of our efforts to assist you, we have retained Experian, a specialist in identity protection, to provide you with two years of identity protection and credit monitoring services, at no cost to you. You can enroll in these services by following the directions below.

- Ensure that you **enroll by: XXXXXX** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website (<https://www.experianidworks.com/3bplus>) to enroll. If you have any questions, you can contact Experian at this toll-free number (877) 890-9332.
- Provide the following **activation code: XXXXXX**

- Remember your **engagement number: XXXXXX**

Please keep this letter; you will need the personal activation code it contains in order to register for the services.

You are entitled to one free credit report annually from each of the three nationwide consumer reporting agencies. You can order a free credit report by visiting www.annualcreditreport.com or calling toll-free at (877) 322-8228.

More Information

We value the trust our customers place in us, and we regret any inconvenience this issue may have caused you. If you have questions or concerns, please call (877) 350-7901 for assistance.

Sincerely,

Verizon