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| Katherine Caldwell  1601 2nd Ave N  Suite 516  Great Falls MT 59401  May 1, 2019  [Insert Recipient’s Name]  [Insert Address]  [Insert City, State, Zip]  RE: Important Security Notification  Please read this entire letter.  Dear [Insert customer name]: | |  |  | | --- | --- | | **Account Details** | | | Product | Experian IdentityWorks – Adult Credit 3B | | Length of Service | 1 Year | | Enrollment URL | <https://www.experianidworks.com/3bcredit> | | Engagement Number | DB12314 | | Enrollment End Date | 07/31/2019 | |  |  | | **Activation Codes** | | | 64D3WYMZ3 |  |   [Letter Date]  Activation Code: [Variable]  Engagement Number: [Variable]  Membership Expiration Date: [Variable]  Website: [Variable] |

I am contacting you regarding a data security incident that has occurred on April 19th, 2019 at Katherine Caldwell, CPAs office. This incident involved your payroll information, including your name, address and social security number. As a result, your personal information may have been potentially exposed to others. Please be assured that I have taken every step necessary to address the incident.

On April 19th, a person in Columbus Center building went outside for a smoke break and propped open a door so they didn’t have to use a key to get back in. They left that door open when they went home for the night. Then, a person came into the building and walked the halls looking for an office that was easy to break into. There is security footage of him roaming the halls and multiple offices were entered that night. The perpetrator was able to get into my locked office with minimal difficulty and then broke into the locked file cabinet. They grabbed one folder, and it was the All Needs Construction LLC payroll folder. This folder contained the payroll information from 2018 which included your W2.

The Great Falls Police Department have arrested the individual responsible and have returned the payroll file, but the fact that it left this office at all is cause for concern and that is why I am issuing identity protection on all individuals in that file. Since then, I have had the locks improved on the office door, have purchased a safe and tamper resistant file cabinets and notified the building owners that they are also liable for this breach since they do not have adequate security on their doors and they leased to me with assurances that security was taken seriously in this building.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this offer is available to you for a year from the date of this letter and does not require any action on your part at this time.

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary Year Long membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

* Ensure that you **enroll by:** Refer date on the top right hand corner above (Your code will not work after this date.)
* **Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/3bcredit](http://www.experianidworks.com/3bcredit)
* Provide your **activation code:** Refer to code on the top right hand corner above

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at 877-890-9332 by 07/31/2019. Be prepared to provide engagement number DB12314 as proof of eligibility for the identity restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR** Year Long **EXPERIAN IDENTITYWORKS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

* **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
* **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
* **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
* **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
* **$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at (406) 315-3049.

Sincerely,

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions