

<<MemberFirstName>> <<MemberLastName>>

December 19, 2018

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip Code>>

## Notice of Data Breach

Dear <<MemberFirstName>> <<MemberLastName>>,

At Avis Budget Car Rental, LLC, we take the protection and proper use of your information very seriously. We are writing regarding a security incident that may have exposed some of your personal information.

### What happened?

We recently discovered that name and credit card information collected by an agent of a third party call center used by Avis Budget Car Rental, LLC had been retained and misused by that agent, including the use of customer credit cards to make fraudulent online purchases. We immediately began a full investigation of the incident, and were able to identify the types of information that may have been compromised and the population of potentially affected customers.

### What information was involved?

Based on our investigation, the following types of personal information may have been exposed during this time: name and credit card information (the "Information"). As of the date of this letter, we believe the fraudulent activity was limited to a single employee. We do not have evidence that any other unauthorized third parties actually received or misused any Information from our customers due to this individual's actions, but we cannot make this determination with 100% certainty. For this reason, it is important to assume that unauthorized third parties may have received the Information.

### What we are doing.

Once we became aware of the security violation, we immediately reported this incident to the third party call center, who are investigating the incident. We are cooperating with their investigation. The investigation to determine the nature and scope of the fraud did not confirm that any Information was successfully received by any other unauthorized third parties, but we are notifying you as a precaution. This notification has not been delayed as a result of a law enforcement investigation.

In order to help protect your personal information against identity theft and other types of fraud, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, a Triple Bureau Credit Monitoring and Single Bureau Credit Report, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration (see attached "Description of Services" for details).

Visit [redeem.kroll.com](https://redeem.kroll.com) to activate and take advantage of your identity monitoring services.

*You have until **July 5, 2019** to activate your identity monitoring services.*

Activation Code: <<**ACTIVATION CODE**>> and Verification ID: <<**VERIFICATION ID**>>

**For additional information, see the "How to Activate Your Identity Monitoring Services" attached.**

### What you can do.

Please review the enclosed "Additional Resources" section included with this letter to learn about additional steps you can take to help protect yourself.

**For more information.**

We apologize for any inconvenience or concern this incident may cause you. If you have questions, please call 918-624-4116, Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time. Please have your membership number ready.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

John M. Podesta  
Associate General Counsel  
Global Director of Privacy

## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies is:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Security Freeze.** You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The credit reporting agencies may charge a fee to place a freeze, temporarily lift it or permanently remove it. The fee is waived if you are a victim of identity theft and have submitted a valid investigative or law enforcement report or complaint relating to the identity theft incident to the credit reporting agencies. (You must review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.)

**For Massachusetts residents:** The fee for each placement of a freeze, temporary lift of a freeze, or removal of a freeze is \$5.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.