



BAMBECO[®]
SUSTAINABLE HOME GOODS

RECEIVED

MAR 21 2017

DRAFT NOTIFICATION LETTER FROM BAMBECO:

Dear [First_Name] [Last_Name],

OFFICE OF CONSUMER PROTECTION

WHAT HAPPENED?

We are writing to inform you of an incident that may have involved your personal information. Along with more than 40 other retailers, our eCommerce store is hosted on a software platform owned and managed by Aptos, Inc. Aptos has determined that an unauthorized person or persons remotely accessed its systems and gained access to information of some of the individual consumers of these retailers. The investigation indicates that the intrusion began in approximately February 2016 and ended in December 2016. This letter provides details of what Aptos has explained to us regarding their investigation of this breach.

WHAT INFORMATION WAS INVOLVED?

The Aptos investigation has confirmed that the intruder(s) had access to online transaction data, including individual consumers' first and last names, addresses, phone numbers, payment card numbers and expiration dates. **Neither card 3- or 4-digit security codes nor Social Security Numbers were accessed.**

WHAT IS BEING DONE BY APTOS AND BAMBECO

Aptos reportedly discovered indications of this intrusion in late November 2016, and promptly reported this matter to the FBI and the U.S. Department of Justice. Law enforcement requested that Aptos not notify the retailers (including Bambeco) before February 5, 2017. Aptos gave us notice on February 6. **Neither Aptos nor Bambeco is aware of any reports of payment card fraud or other misuse of the stolen data.**

In response to these events, Aptos has worked with a leading cybersecurity firm to remove the malware from its systems and to make security updates to the systems, including strengthening access controls to prevent future intrusions.

We believe the risk of harm to you is low. However, we take the protection of your personal information seriously and are taking steps, and have been assured by Aptos that they have taken steps, to prevent a similar occurrence in the future.

We are offering customers who used a payment card with us on our website between February 2016 and December 2016, 12 months of free identity protection services, including credit monitoring, beginning on approximately March 1, 2017. **[ADD DETAILS.]** We apologize for the frustration and anxiety this may cause you and we thank you for your patience during this time.

WHAT YOU CAN DO

We want to describe certain steps that you can take to protect yourself against identity theft. First, we have attached instructions on how you can contact the three major credit bureaus to place a 90-day fraud alert on your account, inquire about any unusual activity on your accounts, and request a free credit report. We also suggest that you carefully review all bills and account statements you may receive over the next several months, and report any suspicious activity to the financial institution of the account at issue. If you think that your personal information is being improperly used in any manner, you can also contact local law enforcement to file a police report and contact the Federal Trade Commission at 1-877-ID THEFT (877-438-4338).



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FOR MORE INFORMATION

Should you have questions regarding the authenticity of this notice or any additional questions over the coming days and weeks, please call [NUMBER TO BE PROVIDED] for ALLClearID.

We hope this information is useful and we appreciate your continued support. Our sincerest apologies for this inconvenience.

Sincerely,

Susan Aplin, CEO

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Contact Information – Federal Trade Commission

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You may contact the Federal Trade Commission at Federal Trade Commission
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-ID THEFT (877-438-4338)
<https://www.ftc.gov/contact> to file a complaint regarding fraud.

Contact Information – National Credit Reporting Agencies

Note: if you decide to place a 90-day fraud alert on your account, you only need to contact one of the three credit reporting agencies listed below. Once you have requested an alert with one agency, your request will be automatically sent to the other two agencies. In most cases, the alert will be placed on your credit file with all three agencies within 48 hours.

You may also place a security freeze on your credit report. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

The cost for placing a security freeze varies by state, so please call or visit the credit reporting agencies' websites to find that information for your state. To place a security freeze on your credit report, you must send a written request with the following information to **each** of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses listed below.

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- If you have moved in the past five (5) years, the addresses where you lived over the prior five years;
- Proof of current address such as a current utility bill or telephone bill;
- A legible photocopy of a government-issued ID card (state driver's license or ID card, military ID, etc.);
- If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

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Equifax	Experian	Trans Union
<p>P.O. Box 740241 Atlanta, GA 30374-0241 www.equifax.com For general info or to request a credit report, call 1-800-685-1111. To place a fraud alert, call 1-800-525-6285 or go to the Equifax Fraud Alert website To place a security freeze, send a written request by regular, certified, or overnight mail to: Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348</p>	<p>P.O. Box 2002 Allen, TX 75013 www.experian.com For general info, to request a credit report, or to place a fraud alert, call 1-888-397-3742. You can also place a fraud alert through the Experian Fraud Center website. To place a security freeze, send a written request by regular, certified, or overnight mail to: Experian Security Freeze P.O. Box 9554 Allen, TX 75013</p>	<p>P.O. Box 1000 Chester, PA 19022 www.transunion.com For general info or to request a credit report, call 1-800-888-4213. To place a fraud alert, call 1-800-680-7289, or visit the Trans Union Fraud Alert website To place a security freeze, send a written request by regular, certified, or overnight mail to: Trans Union Security Freeze Fraud Victim Assistance Dept. P.O. Box 6790 Fullerton, CA 92834</p>

Iowa Residents: If you are an Iowa resident and suspect you have been a victim of identity theft, you may also contact the Attorney General of Iowa at 1305 E. Walnut St., Des Moines, IA 50319. The phone number is (515) 281-5164 or you can go to the website at www.state.ia.us/government/ag.

Maryland Residents: If you are a Maryland resident, you can obtain more information about identity theft from the Office of the Attorney General of Maryland, 200 St. Paul Place, Baltimore MD 21202. The phone number is (888) 743-0023, or you can go to the website at www.oag.state.md.us.

North Carolina Residents: If you are a North Carolina resident, you can obtain more information about identity theft from the Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001. The phone number is (877) 566-7226, or you can go to the website at www.ncdoj.gov.