



Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

Dear <<Name1>>:

Dawn Food Products, Inc. (“Dawn Foods”) recently became aware that a potential security incident may have affected certain information about you. We are providing you with this notice as a precaution to inform you of the incident and to call your attention to some steps you can take to help protect yourself. We sincerely regret any concern this may cause you.

***What Happened***

We learned that an outside individual sent emails to certain Dawn Foods employees soliciting their login information to our email system. The individual appears to have been able to use this information to gain unauthorized access to the employees’ mailboxes, which contained certain information about a limited number of employees, customers and other individuals.

***What Information Was Involved***

Based on our investigation, it appears that some of your information was stored in the relevant mailboxes and may have been affected by this incident, including your first and last name, <<Data Elements>. Please note, at this time, we are not aware of any misuse of your information as a result of this incident.

***What We Are Doing***

Dawn Foods takes the privacy of personal information seriously, and deeply regrets that this incident occurred. We promptly took steps to address this incident, including by resetting account passwords and engaging an outside cybersecurity and forensic firm to assist us in investigating and remediating the situation. We also engaged a third-party data analysis and document review firm to assist with determining what information may have been contained in the affected mailboxes. We are continuing to review and enhance our security measures, including by implementing additional protections to secure access to our email system.

To help protect your identity, we are offering <<CM Length>> of complimentary identity and credit monitoring services from a leading identity monitoring services company. These services help detect possible misuse of your personal information and provide you with superior identity protection support focused on immediate identification and resolution of identity theft. For more information about these services and instructions on completing the enrollment process, please refer to the enrollment instructions included with this letter.

### ***What You Can Do***

Although we are not aware of any identity theft arising out of this incident, we want to make you aware of steps you can take as a precaution:

- **Activating the Complimentary Identity and Credit Monitoring Services.** As outlined above, we are offering of identity and credit monitoring services at no charge to you. For more information about these services and instructions on completing the enrollment process, please refer to the “Information About Identity Theft Protection” reference guide attached to this letter. Note that you must complete the enrollment process by <<Enrollment Deadline>>.
- **Checking Credit Reports and Financial Accounts.** You can carefully check your credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately. If you find any suspicious activity on your credit reports, call your local police or sheriff's office, and file a police report for identity theft and get a copy of it. You may need to give copies of the police report to creditors to clear up your records. You may also want to consider contacting your state's attorney general, and/or the Federal Trade Commission (“FTC”) if you see anything you do not recognize on your credit reports. You can also review your financial account statements to determine if there are any discrepancies or unusual activity listed. If you see anything you do not understand, call the financial institution immediately.
- **Consulting the Identity Theft Protection Guide.** Finally, please review the “Information About Identity Theft Protection” reference guide, attached to this letter, which describes additional steps that you may wish to take to help protect yourself, including recommendations by the FTC regarding identity theft protection and details on placing a fraud alert or a security freeze on your credit file.

### ***For More Information***

For more information about this incident, or if you have additional questions or concerns about this incident, you may contact our retained call center at 855-424-1335 between the hours of 9 am to 9 pm Eastern Time, Monday through Friday (except for holidays). Again, we sincerely regret any concern this incident may cause you.

Sincerely,

Dawn Food Products, Inc.

## INFORMATION ABOUT IDENTITY THEFT PROTECTION

**Enrollment in Identity Monitoring Services:** To help protect your identity, we are offering <<CM Length>> of complimentary membership with Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:** <<Enrollment Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-890-9332** by <<Enrollment Deadline>>. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian. 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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877-890-9332. 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 (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 Identity Restoration support is available to you for <<CM Length>> 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

**Review of Accounts and Credit Reports:** You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about protection from and avoidance of identity theft: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

---

\* 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.

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, <http://www.marylandattorneygeneral.gov/>.

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, <http://www.ncdoj.gov>.

**For residents of Rhode Island:** You may also obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General: Rhode Island Office of the Attorney General, Consumer Protection Unit, 150 South Main Street, Providence, RI 02903, 401-274-4400, <http://www.riag.ri.gov>.

**Security Freezes and Fraud Alerts:** You have a right to place a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed in this Information About Identity Theft Protection Guide.

**Additional Information for Massachusetts Residents:** Massachusetts law gives you the right to place a security freeze on your consumer reports. By law, you have a right to obtain a police report relating to this incident, and if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number, date of birth (month, day and year); current address and previous addresses for the past five (5) years; and incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

**For More Information:** For more information, including information about additional rights, you can visit <https://www.consumerfinance.gov/learnmore/>, <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

**National Credit Reporting Agencies' Contact Information**

Equifax (www.equifax.com)

**General Contact:**  
P.O. Box 740241  
Atlanta, GA 30374  
800-685-1111

**Fraud Alerts:**  
P.O. Box 740256, Atlanta, GA 30374

**Credit Freezes:**  
P.O. Box 105788, Atlanta, GA 30348

Experian (www.experian.com)

**General Contact:**  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742

**Fraud Alerts and Security Freezes:**  
P.O. Box 9554, Allen, TX  
75013

TransUnion (www.transunion.com)

**General Contact, Fraud Alerts and Security Freezes:**  
P.O. Box 2000  
Chester, PA 19022  
888-909-8872