



Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

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<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

Dear <<Name 1>>,

We are writing to inform you of a recent event which may affect the security of your personal information. While we are unaware of any actual or attempted misuse of your personal information, out of an abundance of caution, we are providing you with information regarding the incident. We are also providing you with information regarding the steps we are taking in response, and steps you can take to protect against fraud should you feel it is appropriate.

**What Happened?** On December 23, 2019, Gullett Holdings, Inc. discovered that certain files within the environment were altered pursuant to what was later determined to be a ransomware attack. We immediately restored our information system and launched an investigation, with the assistance of a forensic expert, to determine the capabilities of the malware and how it was introduced into our system. As part of our extensive investigation, on February 10, 2020, we determined that the malware was introduced by an unknown third party that obtained access to our environment. While there is a potential that this third party gained access to your personal information, we are currently unaware of any attempted or actual access to or misuse of your personal information.

**What Information Was Involved?** While we have no evidence the unknown third party accessed or acquired protected information stored within the environment, we have confirmed that our environment contained certain information relating to you, including your name, Social Security number, and driver's license information. Out of an abundance of caution, we are providing notice of this incident to you given we cannot rule out that unauthorized access to this information occurred.

**What Are We Doing?** We take this matter, and the security and privacy of information within our environment, very seriously. Since the incident occurred, we have further enhanced the security of information stored within our environment and implemented additional monitoring tools to detect suspicious activity. We are also providing you with notice of this incident, as well as complimentary access to identity monitoring and identity restoration services and information on what you can better do to protect against the possibility of identity theft and fraud.

**What Can You Do?** While we have no evidence that your personal information was subject to unauthorized access, or that your information has been or will be misused, you can nevertheless take steps to protect against the possibility of identity theft and fraud by enrolling in identity theft protection services that we are offering through Epiq, which includes TransUnion 1B Credit Monitoring/ID Theft Restoration. This service includes twelve (12) months of credit monitoring, insurance reimbursement policy, exclusive educational materials and fully managed identity theft recovery services. With this protection, TransUnion 1B Credit Monitoring/ID Theft Restoration will help you resolve issues if your identity is compromised.

To enroll in the credit monitoring service online, please follow the steps below:

1. Go to the *myTrueIdentity* website at [www.mytrueidentity.com](http://www.mytrueidentity.com).
2. In the space referenced as "Enter Activation Code" enter the following 12-letter Activation Code <<Activation Code>> and press enter on your computer.
3. You will be asked to provide information in three steps. Once complete you will have the online credit monitoring service.

You may also call **1-855-288-5422** to set up the credit monitoring service if you do not wish to enroll online.

You can enroll in the credit monitoring service anytime between now and <<Enrollment Deadline>>.

Due to privacy laws, Gullett Holdings, Inc. cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once enrolled, you will have one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you via email if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address, and more. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and identity theft insurance with no deductible (policy limitations and exclusions may apply).

If you believe you may be a victim of identity theft because of the data security incident at Gullett Holdings, please call TransUnion's Fraud Response Service toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone passcode <<Pass Code>> to speak to a TransUnion representative about your identity theft issue.

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

Please refer to the earlier information on credit monitoring enrollment. Also, you will need to reference the following activation code below when calling or enrolling on the website, so please do not discard this letter.

**Your Activation Code: <<Activation Code>>**

Please call 866-977-1047, Monday through Friday from 9 am to 9 pm Eastern time, for assistance or for any additional questions you may have. We apologize for any inconvenience this may have caused.

Sincerely,



Grady Harrison  
President & CEO

### **Additional Important Information**

#### **For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:**

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

#### **For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies.

To order your 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 at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

#### **For residents of Iowa:**

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

#### **For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

#### **For residents of Maryland, Rhode Island, Illinois, and North Carolina:**

You can obtain information from the Maryland, Rhode Island, and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

#### **Maryland Office of the Attorney General**

Consumer Protection  
Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

#### **Rhode Island Office of the Attorney General**

Consumer Protection  
150 South Main Street  
Providence RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

#### **North Carolina Office of the Attorney General**

Consumer Protection  
Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226

#### **Federal Trade Commission**

Consumer Response Center  
600 Pennsylvania Ave, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

#### **For residents of Massachusetts:**

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

#### **For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The contact information for all three credit bureaus is below:

#### **Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

#### **Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
800-525-6285

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
888-397-3742

**TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19022  
[freeze.transunion.com](http://freeze.transunion.com)  
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.