

[COMPANY LETTERHEAD]

(DATE)

VIA EMAIL AND REGULAR FIRST CLASS MAIL

(Name)  
(Address)  
(City, State, Zip)

Re: NOTICE OF DATA BREACH  
PLEASE READ CAREFULLY

Dear Customer:

Recently, Liberty Lift Solutions, LLC ("Liberty Lift") discovered that there was a possible loss of confidential information, and we regret to inform you that your personal information may have been affected.

**What Happened?**

On or about June 26, 2019, a third-party contractor misplaced a device containing Liberty Lift data. Though it is against our company policy, this contractor had stored some credit applications submitted by our customers or prospective customers on the device. Despite efforts to locate the device, it has not been found. We have no reason to believe or indication that the device has been acquired or accessed by an unauthorized party. However, we believe that it is important to notify you of this matter so that you can take protective action.

**What Information Was Involved?**

The misplaced device contained the following information: names, social security numbers, and information concerning the entity listed on the credit application. Liberty Lift retains a digital copy of this credit application, which is enclosed for your reference.

**What We Are Doing**

We take our obligation to safeguard your personal information very seriously. If any additional significant developments occur, we will notify you as soon as possible. Additionally, we have implemented measures to prevent a recurrence of this situation and to protect the privacy of our valued customers.

While we are not aware of any unauthorized access to your information, as a precaution, Liberty Lift would like to offer a reimbursement of up to \$240 for identity theft protection services you may choose to purchase. To claim a reimbursement, please email your receipt or proof of purchase to [creditprotection@libertylift.com](mailto:creditprotection@libertylift.com). You may also email us for further information on this reimbursement program, or call our representatives at (713) 575-2333.

Please note that this breach did not require a law enforcement investigation, and this notice was not delayed due to law enforcement.

## **What You Can Do**

We deeply regret that this incident occurred and are alerting you about this issue so you can take steps to protect yourself. The attached Personal Information Security Guide provides information on protecting your personal information.

Please contact our representatives at the email address provided below for additional information regarding our identity theft protection reimbursement.

## **For More Information**

Above all, we at Liberty Lift value our customer relationships and the trust that you have placed with us. We invite you to visit the website we have created concerning this matter: [www.libertyliftcreditprotection.com](http://www.libertyliftcreditprotection.com).

Also, if you have any questions or concerns regarding this matter, contact us at our information line: (713) 575-2333 or email us at [creditprotection@libertylift.com](mailto:creditprotection@libertylift.com).

Thank you for your continued support and for being a Liberty Lift customer.

Sincerely,

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[Liberty Lift Representative Name]

## PERSONAL INFORMATION SECURITY GUIDE

Review Your Account Statements and Order a Credit Report. In today's world, we all need to remain vigilant by regularly reviewing account statements and monitoring free credit reports. Under U.S. law, all citizens are entitled to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com).

### Credit Bureau Information

<b>Equifax</b> PO BOX 740256 Atlanta, GA 30374-0241 1-888-685-1111 <a href="http://equifax.com">equifax.com</a>	<b>Experian</b> PO BOX 9701 Allen, TX 75013 1-888-397-3742 <a href="http://experian.com">experian.com</a>	<b>TransUnion</b> PO BOX 2000 Chester, PA 19016 1-800-916-8800 <a href="http://transunion.com">transunion.com</a>
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Right to Obtain a Police Report. You can also remain vigilant by contacting law enforcement in the event of actual or suspected identity theft. Call your local police department immediately. Report your situation and the potential risk for identity theft. The sooner law enforcement learns about the theft, the more effective they can be.

Fraud Alerts and Security Freezes. You can obtain additional information about fraud alerts and security freezes from the Federal Trade Commission (FTC) and the nationwide credit bureaus. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two bureaus, which then must also place fraud alerts in your file. In addition, you can visit the credit bureau links below to determine if and how you may place a security freeze on your credit report to prohibit a credit bureau from releasing information from your credit report without your prior written authorization:

- Equifax security freeze: [www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](http://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)
- Experian security freeze: [www.experian.com/consumer/security\\_freeze.html](http://www.experian.com/consumer/security_freeze.html)
- TransUnion security freeze: [www.transunion.com/personal-credit/credit-disputes/credit-freezes.page](http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page)
- Note that there can be varying fees associated with a security freeze request. Information on those fees is available at the links above.

For Additional Information:

**Visit** the Federal Trade Commission website at:  
[www.ftc.gov](http://www.ftc.gov), **call 1-877-ID-THEFT**, or write to this address:  
Federal Trade Commission  
600 Pennsylvania Avenue NW  
Washington, DC 20580