



C/O ID Experts  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<Zip>>

May 18, 2018

## **RE: NOTICE OF A DATA BREACH**

Dear <<First Name>>:

Crius Energy, LLC is committed to protecting the confidentiality of our employees' and customers' information.

### **WHAT HAPPENED?**

Regrettably, we are writing to inform you that after a forensic investigation, which included manual review of thousands of documents, we confirmed on April 27, 2018 that some of your personal information may have been accessible to a hacker as a result of a sophisticated e-mail phishing attack that occurred on or around January 22, 2018.

### **WHAT INFORMATION WAS INVOLVED?**

The personal information that may have been accessible through the phishing incident included names, dates of birth, and driver's license numbers. Additionally, some Social Security numbers may have been included in some documents that were accessible to the attacker.

### **WHAT WE ARE DOING**

**While we have no evidence that any of your personal information has been misused, we are taking appropriate precautionary measures for your financial security and help alleviate concerns you may have.**

We are committed to helping those who may have been impacted by this unfortunate situation. That's why we are providing you with access to free credit monitoring for twenty-four (24) months through ID Experts. ID Experts® will provide you with MyIDCare™ which includes: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed identity theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

### **WHAT YOU CAN DO**

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-800-939-4170 or going to <https://app.myidcare.com/account-creation/protect> and using the Enrollment Code provided below. MyIDCare representatives are available Monday through Friday from 6 am - 5 pm Pacific Time. Please note the deadline to enroll is August 18, 2018. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

**Your Enrollment Code: <<ID Experts will insert>>**

If you choose not to use these services, **we strongly urge you to do the following:**

If you choose to place a fraud alert or security freeze on your own, you will need to contact one of the three major credit agencies directly at:

- **Experian (1-888-397-3742); P.O. Box 4500, Allen, TX 75013**
- **Equifax (1-800-525-6285); P.O. Box 740256, Atlanta, GA 30348**
- **Transunion (1-800-680-7289); P.O. Box 2000, Chester, PA 19016**

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.

Please note that if you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Should you wish to obtain a credit report and monitor it on your own, you may obtain free copies of your credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.) Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC), 400 7th St., SW., Washington, DC 20024. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

### **OTHER IMPORTANT INFORMATION**

For more information about identity theft and your tax records, we recommend that you visit the IRS Taxpayer Guide to Identity Theft at <http://www.irs.gov>. You may want to consider notifying the IRS that your tax records may be at risk by completing IRS Form 14039 (Identity Theft Affidavit) which can be located at <http://www.irs.gov/pub/irs-pdf/f14039.pdf>. You will need to send Form 14039 to the IRS along with a copy of your valid government-issued identification, such as a Social Security card, driver's license, or passport to the address on the form or by faxing to 1-855-807-5720.

Detailed below are a few things to keep in mind when filing Internal Revenue Service Form 14039:

- All documents, including your identification, must be clear and legible;
- The identity theft marker will remain on your file for a minimum of three tax cycles;
- Any returns containing your social security number will be reviewed by the IRS for possible fraud;
- The marker may delay the processing of any legitimate tax returns.

### **FOR MORE INFORMATION**

We regret any inconvenience this may cause you. If you have any questions please do not hesitate to contact ID Experts at 1-800-939-4170.

Sincerely,



Paul Ranjit Singh Thind CPA, CIA  
Crius Corporate Audit Department