



[Redacted]

March 16, 2018

*Re: Incident – Unauthorized Transaction*

Dear [Redacted],

We are sending you this letter to notify you of an unauthorized transaction on your credit card and to send you a refund check.

We are a small company that provides software for the satellite television industry. Our secure database includes some of your personal information, including your credit card data.

On January 18, 2018, we learned that a single authorized user of our software system used customer information to make improper charges for his personal benefit. Beginning in mid-November 2017, this user took advantage of his access to credit card information to generate unauthorized charges. Only a small number of people were charged, and we regret that you were one of them. The check included with this letter is a reimbursement for the unauthorized charge to your account.

Upon learning of this incident, we took immediate action and revoked the user’s access, conducted an investigation to determine the scope his actions, and hired external forensic and legal specialists to conduct a formal investigation and to verify that your information is protected and secure. Our investigation revealed that your information, which included your name, address, and credit card number, was not disclosed to any other individuals, and that this person no longer has access to your personal information.

This individual has been reported to law enforcement and we are fully cooperating in the case.

We encourage you to review your credit card statements from November 2017 through January 2018. You should see a charge that matches the amount of the reimbursement check. If you see any other unauthorized charges under the same name, please contact us immediately.

For further information and assistance, email [help@agemni.com](mailto:help@agemni.com) or call 1-888-510-8165.

Sincerely,

GY Agemni, LLC