Important notification regarding data breach

Dear [Customer],

New England Biolabs® (NEB®) was recently made aware of a data security incident reported by one of our vendors, who handles web order transactions on www.neb.com. Although we are unaware of any actual misuse of your information, we are providing notice to you and other potentially affected customers about the incident, as well as providing information regarding tools that you can use to protect yourself against possible identity theft or fraud.

What happened?

We were informed on February 13th, 2017 that the e-commerce portion of our website, www.neb.com, experienced an intrusion. Our site is operated for us by a third-party "platform provider", and it was the platform provider's systems that experienced the intrusion. The intruder or intruders placed malware on the platform provider's servers, and, by doing so, gained access to our customers' information, including payment card data, where it existed. To date, the investigation indicates that the intrusion began in February 2016 and ended in December 2016. The attackers gained access to customer information, including payment card numbers, if used, as customers made transactions on the platform provider's systems. The attackers additionally had access to historical customer and payment card data, again, where it existed.

Unfortunately, the platform provider did not discover the breach until November 2016. When they then contacted law enforcement about the breach, law enforcement officials asked that notification to customers be delayed to allow the investigation to move forward.

As you have provided your data and payment information to us in the past, we are now notifying you about this data breach.

What information was involved?

The information that the attacker had access to includes your first and last name, your address, your phone number, and any debit or credit card numbers with expiration dates that you may have used on our website.

What action is being taken?

Our platform provider has worked with a leading cybersecurity firm to remove the malware from its systems and is now actively monitoring the platform to safeguard personal information. Our platform provider has also contacted and offered its cooperation to federal law enforcement.

What You Can Do.

To protect yourself from the possibility of identity theft, if you used a credit or debit card on www.neb.com, we recommend you immediately contact your card company and inform them that your card information may have been compromised, so that they can issue you a

replacement card. Review your banking and card statements and report any suspicious activity to the relevant financial institutions.

For more information on identity theft, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov.

Please be assured that NEB takes matters of data security very seriously. We will continue to work with this platform provider in the ensuing weeks to ensure our online ordering system remains well protected.

We apologize for this inconvenience and thank you for the continued trust you place in NEB. If you have any questions regarding this incident, please contact me at ITinfo@neb.com.

Sharon Kaiser
CIO, Director Information Technology

New England Biolabs, Inc.