



Processing Center • PO Box 141578 • Austin, TX 78714



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JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

March 1, 2016

Dear John Sample,

I am writing to inform you of an incident that involved your personal information. On February 16, 2016, we discovered a technical error that may have caused personal information from your Walmart Pharmacy Online Account to be visible to another user within that user's Walmart Pharmacy Online Account. This potential inadvertent disclosure was caused by a software change on our system that occurred at approximately 10:00 pm (Central Time) on February 15, 2016. We identified and corrected the technical error within 72 hours. This incident was caused by an internal technical error and not a criminal act such as hacking.

The personal information that potentially could have been displayed included your name, any contact information in your account (such as postal address, phone number, and email address), your date of birth, partial name of your insurance carrier, and your prescription history information (such as name of prescription medications filled by Walmart, name of physician, and refill dates). If you are an EZpay user, then the last four digits and expiration date of your payment card also may have been displayed. At no time were Social Security Numbers, full credit or debit card numbers, or insurance identification information displayed. We have no reason to believe that your information has been misused.

On behalf of Walmart, I want you to know that we take this matter very seriously and we are fully committed to protecting the privacy and security of our customers' personal information. At this time, we are evaluating additional safeguards that might prevent this type of incident from occurring in the future.

Although we have no reason to believe that your information has been misused, as an added precaution, we have arranged to have the company AllClear ID protect your identity at no cost to you. AllClear ID is providing two types of identity protection services, which are described below. We are making both of these services available to you at no cost beginning on the date of this notice and any time during the next 12 months. If you would like to use these services, please contact AllClear ID as explained below.

Service 1: AllClear SECURE: The team at AllClear ID is ready and standing by if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-398-6436.

Service 2: AllClear PLUS: This service offers additional layers of protection including identity theft monitoring that delivers secure, actionable alerts to you by phone and \$1,000,000.00 Identity Theft Insurance Coverage. To use the PLUS service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-398-6436 using the following redemption code Redemption Code.

While there is no indication that your information has been misused, we want to remind you to always be cautious about requests for you to provide any personal or financial information over the phone, by text or by email. Be sure to always verify the source of any request for such information.



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We are sincerely sorry that this incident occurred, and we regret any inconvenience or concern this may have caused you. We at Walmart place great value in your trust. Should you have any questions or concerns, please contact 1-855-398-6436.

Sincerely,

A handwritten signature in black ink that reads "Jonathan D. Avila". The signature is written in a cursive style with a large initial 'J' and a distinct 'A'.

Jonathan D. Avila
Vice President, Chief Privacy Officer
Wal-Mart Stores, Inc.