



9700 West 74<sup>th</sup> Street, Eden Prairie, MN 55344  
Phone: 952-941-9700 • Fax: 952-941-2285 • www.phillipsandtemro.com

[Phillips & Temro Industries LETTERHEAD]

<<Date>>

<<John Doe  
Street  
City, State Zip-code>>

Dear [Name],

### **NOTICE OF DATA BREACH**

We are contacting you to let you know that Phillips and Temro Industries ("PTI") has fallen victim to a malware attack that may involve personal information about you.

#### **WHAT HAPPENED?**

Attackers used malware to infiltrate PTI's systems, and the attack resulted in certain data being removed from PTI's systems between March and July 2017.

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

We are not able to determine definitively what information was removed from our systems, but it is possible that the attackers removed personally identifiable information about you, including your name, address, and social security number.

#### **WHAT WE ARE DOING:**

We have notified the FBI about this cybercrime incident. In addition, we have revisited our internal processes and are in the process of making a number of improvements to reinforce our personal information security practices.

We feel it is important to be vigilant in protecting your personally identifiable information and we are committed to providing you with tools to protect yourself from the possibility of identity theft. Therefore, we are offering you a complimentary 24-month identity theft protection service as described below:

**COMPLIMENTARY SERVICE OFFER:** At the expense of PTI, we would like to offer you a free two-year membership of Experian's ProtectMyID® Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.



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### Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: [ \_\_\_\_\_ ], 2017 (your code will not work after this date).
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/enroll>
3. PROVIDE Your Activation Code: [code]

If you have questions with respect to ProtectMyID or need an alternative to enrolling online, please call 877-441-6943 and provide engagement #: [ \_\_\_\_\_ ].

### Additional Details Regarding Your 24 Month Protectmyid Membership

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily 3 Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax, and TransUnion credit reports.
  - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
  - **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution & ProtectMyID ExtendCARE™:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*<sup>1</sup>:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

<sup>1</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



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Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-441-6943.

**WHAT ELSE YOU CAN DO:**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. Please also review the attachment to this letter (Steps You Can Take to Further Protect Your Information) for further information on steps you can take to protect your information.

We sincerely apologize for this incident, and regret any inconvenience it may cause you. We encourage you to take advantage of the identity theft protection services being paid for by PTI. For more information, please contact Charrie Bresin, Human Resources Manager, at (952) 918-8684 or at [charrie.bresin@phillipsandtemro.com](mailto:charrie.bresin@phillipsandtemro.com).

Sincerely,

<<Signature>>

Tom Moser  
President



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### Steps You Can Take to Further Protect Your Information

In addition to taking advantage of the identity theft protection being offered, if you choose, you can request a credit freeze or fraud alert. Please note, if you plan on signing up for the complimentary service outlined above we recommend that you don't place a fraud alert or credit freeze until after enrollment because it can delay the receipt of your membership materials.

#### Credit Freeze

A credit freeze restricts access to your credit reports, which makes it more difficult for identity thieves to open new accounts in your name. This is because most creditors need to see your credit report before they approve a new account. Note that if you apply for a new credit card or any service that requires a credit check, you will have to temporarily lift or remove the freeze. It costs from \$ 5.00 to \$ 10.00 to request a credit freeze, or to temporarily lift or remove the freeze.

To request a credit freeze you must call or write to all three national credit bureaus and may be asked to provide the following information:

- Full name, address, social security number and date of birth
- Addresses where you have lived in the past five years
- Proof of current address such as a current utility bill or phone bill
- Photocopy of a government issued identification card
- 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
- If you are not a victim include payment by check, money order or credit card.

Equifax ®  
P.O. Box 740256  
Atlanta, GA 30374  
1-800-685-1111

Experian®  
P.O. Box 8556  
Allen, TX 75013  
1-888-397-3742

TransUnion®  
Fraud Victim Assistance Dept.  
P.O. Box 6790  
Fullerton, CA 92834  
1-800-680-7289

#### Fraud Alert

An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity and requests that the creditor contact you prior to establishing any accounts in your name.

To request a fraud alert, you have to contact only one of the national credit reporting companies. The company you contact will pass your request on to the other two.



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For more information and to set up a fraud alert, please visit the following websites or contact the credit bureaus using the contact information provided above.

<b>Experian™</b>	<a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a>
<b>TransUnion®</b>	<a href="https://fraud.transunion.com/">https://fraud.transunion.com/</a>
<b>Equifax®</b>	<a href="https://www.alerts.equifax.com/">https://www.alerts.equifax.com/</a>

### **ADDITIONAL PRECAUTIONS**

We recommend that you also take these additional precautions:

- Remain vigilant by reviewing account statements and credit reports and report any suspicious activity to your financial institution and/or law enforcement immediately.
- Place password protection on all your accounts.
- Contact the Federal Trade Commission at 1-877-ID-THEFT, the Internal Revenue Service at 800-908-4490, and local law enforcement, who can provide additional information on preventing identity theft. The Federal Trade Commission also maintains an identity theft prevention related website at: <https://www.consumer.ftc.gov/topics/identity-theft>.