



Neutron Industries
c/o GCG
P.O. Box 10458
Dublin, OH 43017-4058

SMP1000002



Sample Customer
123 Sample St
Apt 2
Dublin, OH 43017 1234

August 4, 2017

Dear Sample Customer:

Neutron Industries values the relationship we have with our customers and understands the importance of protecting payment card information. Regrettably, we are writing to inform you of an incident that may have affected some of that information.

On June 26, 2017, the vendor that we worked with to develop and maintain our Neutron Industries e-commerce platform, neutronindustries.com, notified us that the company who hosts neutronindustries.com identified suspicious code and subsequently disabled the site. Upon learning of this, we immediately launched an investigation and hired external security experts to assist. On July 24, 2017, the investigation determined that an unauthorized third party had inserted code onto the site that was designed to capture certain information as it was being entered on the check-out and user authentication pages from February 26, 2017 to June 25, 2017.

The information that may have been accessed includes your name, shipping and billing addresses, payment card number, expiration date, and card security code (CVV). In addition, if you logged in or registered through the user authentication page, the code may have accessed the username and password you use for your account.

We remind you to review your payment card statements for any unauthorized activity. You should immediately report any unauthorized charges to your financial institution because the major credit card companies have rules that restrict them from requiring you to pay for fraudulent charges that are timely reported. The phone number to call is usually on the back of your payment card. In addition, if you have a user account on neutronindustries.com and you use the same username and password combination for any additional online accounts, we recommend that you change your password there as well. You should also review the additional information on the following page on ways to protect yourself.

We regret that this incident occurred, and apologize for any inconvenience. After we disabled the site, we removed the malicious code and worked with the external security experts to implement enhanced security measures before re-launching the site. The site is available for you to manage your account. If you have any questions, please call (866) 562-7371, Monday through Friday between 9:00 a.m. and 5:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in blue ink that reads "Tiffany Moffat".

Tiffany Moffat
Director of Marketing

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

We remind you to remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW
Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft