



<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Date>> (Format: Month Day, Year)
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<ZipCode>>

Re: Notice of Data Breach

Dear <<MemberFirstName>> <<MemberLastName>>,

Trojan Battery Sales, LLC (“Trojan Battery”), is writing to notify you of a recent incident that may affect the security of your personal information. Although we are unaware of any actual or attempted misuse of your information, we are providing you with details regarding the incident, steps we have taken since discovering the incident, and what you can do to protect against identity theft and fraud if necessary.

What Happened? Beginning on April 10, 2017, Trojan Battery became aware of suspicious activity with certain employee email accounts. In response, Trojan Battery launched an investigation and retained outside computer forensics experts to confirm the security of our systems and determine whether any information was subject to unauthorized access. Our investigation determined that a total of three employee email accounts were subject to unauthorized logins by an unknown source between mid-February and late April of 2017. Additional evidence was found indicating that during the time these three email accounts were subject to unauthorized access, the unknown source may have forwarded certain email messages that were incoming to those email accounts to an unauthorized outside email account. Our investigation has found no other compromise of our information systems aside from the unauthorized access to the three employee email accounts.

What Information Was Involved? Our investigation determined that the following types of your information may be at risk because they were contained within email messages and/or electronic attachments stored within one or more of the compromised employee email accounts: your name, <<ClientDef1: Social Security Number, drivers license number or state identification card number, credit or debit card information (including card number, expiration date, and card security code)>>.

What We Are Doing. At Trojan Battery we take your privacy and the security of the personal information within our care very seriously. We are taking steps to enhance data security protections to protect against similar incidents in the future. Trojan Battery also is notifying certain government regulators about this incident.

As an added precaution, we are providing you with access to 12 months of free credit and identity monitoring and identity theft restoration services through Kroll. Additional details about these services and instructions on how to enroll to receive them are included in the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud*.

What You Can Do. You can enroll in the Kroll services. You can also review the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud*, which includes guidance on steps you can take to better protect against the possibility of fraud and identify theft.

For More Information: We understand that you may have questions that are not answered in this letter, so please feel free to call the dedicated call center we’ve established regarding this incident at 1-866-775-4209, Monday through Friday, 6:00 a.m. to 3:00 p.m. Pacific Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Claro".

Paul Claro,
Vice President & General Manager

Steps You Can Take to Protect Against Identity Theft and Fraud

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Web Watcher, Fraud Consultation, and Identity Theft Restoration.

Visit krollbreach.idMonitoringService.com to activate and take advantage of your identity monitoring services.

You have until August 31, 2017 to activate your identity monitoring services.

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-844-263-8605.

You've been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring. You'll receive alerts when there are changes to your credit data – for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Web Watcher. Web Watcher monitors internet sites where criminal may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Fraud Consultation. You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration. If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

In addition to enrolling to receive the services detailed above, you may take action directly to further protect against possible identity theft or financial loss. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax	Experian	TransUnion
P.O. Box 105069	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
800-525-6285	888-397-3742	800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files.

To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
(NY residents please call
1-800-349-9960)
www.freeze.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
1-888-909-8872
www.transunion.com/credit-freeze

Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/idtheft, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General.