

U-HAUL CO. OF CALIFORNIA LETTERHEAD

DECEMBER 11, 2017

<<Customer Name>>

<<Address>>

<<City>>, <<State>> <<Zip>>

Dear <<Customer Name>>:

We are writing to provide you with information about a data incident involving Solo Tire, a dealer of U-Haul Co. of California ("U-Haul"), where some of your data may have potentially been obtained by an unauthorized individual. We are contacting you to provide information about steps we have taken to protect your personal information, some additional steps you should consider, and where to go to get additional help or information. We are truly sorry for any inconvenience this incident causes you.

What Happened

U-Haul Company was notified of a possible incident involving certain U-Haul customers who reserved and/or rented equipment from Solo Tire, an independent U-Haul dealer in Orange, California. U-Haul immediately launched an internal investigation and hired a forensic security firm to assist in the investigation. Findings from our investigation suggest that one computer workstation at this dealership had been infected with malware designed to target payment card information, but which may have also accessed other rental information.

What Information Was Involved

For customers who reserved and/or rented from Solo Tire from January 10, 2017 through October 16, 2017, information associated with that equipment rental may have been obtained by an unauthorized third party. This information may have included your name, address, phone number, email address, driver's license number, and birth date. We are notifying you because you made or attempted to make an equipment reservation/rental from this location during this period. Our investigation has determined that this incident was contained at the Solo Tire location and has not affected the corporate U-Haul network and customer data in our system.

What We Are Doing

Upon notification of the incident, we immediately implemented procedures to eliminate the threat. We have worked closely with Solo Tire to improve the security of their system and to monitor for subsequent attacks. We continue to coordinate with both our independent dealers and our own employees in order to re-emphasize the importance of protecting customers' information.

Out of an abundance of caution, we are also offering a complimentary one-year membership of Experian's® IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with support focused on the identification and resolution of identity theft.

What You Can Do

In light of this development, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your financial statements for any unauthorized activity.

We also encourage you to take advantage of the identity theft protection services being offered. Please see the section that follows this notice for instructions on how to activate your complimentary one-year membership and additional steps you may take to protect your information.

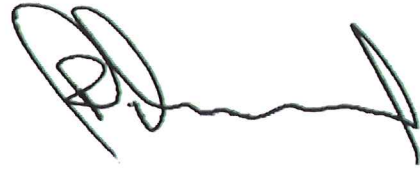
For More Information

Your confidence and trust are extremely important to us, and we apologize for and deeply regret any inconvenience or concern this may cause. If you have any questions, please call 1-800-682-3525 or email securityincident@uhaul.com seven days a week from 8:00am to 8:00pm Arizona time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brandon Williams', with a long horizontal stroke extending to the right.

Brandon Williams
Vice President, U-Haul Co. of California

A handwritten signature in black ink, appearing to read 'Raymond Gilinsky', with a long horizontal stroke extending to the right.

Raymond Gilinsky
Owner, Solo Tire

ADDITIONAL DETAILS REGARDING EXPERIAN IDENTITYWORKS CREDIT 3B

To activate your complimentary one-year membership:

1. Ensure that you **enroll by: 3/14/18** (Your code will not work after this date.)
2. Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcreditone>
3. Provide your **activation code: <<Code>>**

If you have questions about the product, need assistance with fraud issues and/or identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **DB04458** as proof of eligibility for the identity restoration services.

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your financial statements for any unauthorized activity. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 916-8800

You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228.

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. Contact information for the Federal Trade Commission is as follows:

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

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 report in case you are asked to provide copies to creditors to correct your records.

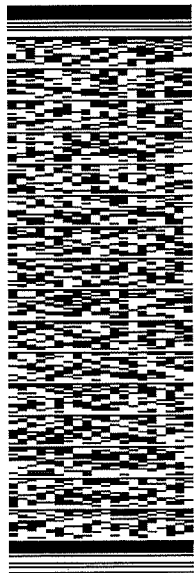
ORIGIN D:GIBA (310) 820-8800
STEPHANIE LUCAS
BAKER HOSTETTER LLP
11601 WILSHIRE BOULEVARD
SUITE 400
LOS ANGELES, CA 90025
UNITED STATES US

SHIP DATE: 11DEC17
ACTWGT: 0.50 LB
CAD: 103236570MWSX12750
BILL SENDER

TO OFFICE OF THE ATTY GENERAL
ATTN: OFFICE OF CONSUMER PROTECTIO
555 FULLER AVE

HELENA MT 59601
REF: 110545 000001-10633
DEPT:
PO:
INV: (310) 442-8824

549J1574C104C



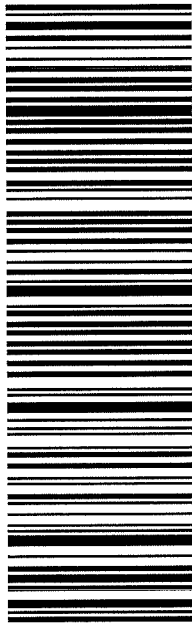
J172117091201uv

TR# 7888 6740 3992
0201

TUE - 12 DEC 10:30A
PRIORITY OVERNIGHT

XHHLNA

MT-US
59601
GTF



FOLD on this line and place in shipping pouch with bar code and delivery address visible

1. Fold the first printed page in half and use as the shipping label.
2. Place the label in a waybill pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.
3. Keep the second page as a receipt for your records. The receipt contains the terms and conditions of shipping and information useful for tracking your package.

Legal Terms and Conditions

Tendering packages by using this system constitutes your agreement to the service conditions for the transportation of your shipments as found in the applicable FedEx Service Guide, available upon request. FedEx will not be responsible for any claim in excess of the applicable declared value, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the applicable FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of 100 USD or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is 500 USD, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see applicable FedEx Service Guide. FedEx will not be liable for loss or damage to prohibited items in any event or for your acts or omissions, including, without limitation, improper or insufficient packaging, securing, marking or addressing, or the acts or omissions of the recipient or anyone else with an interest in the package. See the applicable FedEx Service Guide for complete terms and conditions. To obtain information regarding how to file a claim or to obtain a Service Guide, please call 1-800-GO-FEDEX (1-800-463-3339).



<i>package id</i>	<i>from</i>	<i>vendor</i>
0295654	Stephanie Lucas (10633)	FedEx
<i>ship date</i>	Baker Hostetler LLP	<i>tracking number</i>
Mon, Dec 11 2017	11601 Wilshire Boulevard	788867403992
<i>to</i>	Suite 1400	<i>service</i>
Office of the Atty General	Los Angeles , CA 90025-	FedEx Priority Overnight®
Attn: Office of Consumer	0509	<i>packaging</i>
Protectio	US	FedEx® Envelope
555 FULLER AVE	8608847	<i>signature</i>
HELENA , MT 59601-	<i>billing</i>	Adult Signature Required
3394	U-Haul Co. of	<i>courtesy quote</i>
United States	California.BBR17:	22.02
3104428824	Malware Incid...18558	<i>Quote may not reflect all</i>
<i>residential address</i>	(110545.110545.000001)	<i>accessorial charges</i>
No	<i>operator</i>	
<i>return label</i>	Margaret Sweeney	
No	310-442-8824	
<i>notification type</i>	msweeney@bakerlaw.com	
Label Creation	<i>create time</i>	
Exception	12/11/17, 10:49AM	
Delivery		
Tendered		
<i>notification recipients</i>		
msweeney@bakerlaw.com		