



**ZYMO RESEARCH**

*The Beauty of Science is to Make Things Simple*

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

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

Re: Notification of Network Data Breach Incident

We value your business and take our responsibility to protect the privacy of your information very seriously, which is why, as a precautionary measure, we are writing to advise you about a data security incident that may involve your personal information.

While we have no reason to believe that your personal information has been misused, we are notifying you out of an abundance of caution so that you have the information and tools necessary to help detect and prevent any misuse of your personal information.

### **What Happened?**

Unfortunately, on or about August 2, 2017, Zymo Research Corporation (“Zymo”) discovered that its external cloud e-commerce network may have been accessed by an unknown actor. The unauthorized access appears to have occurred on or about March 15, 2017. In particular, the unauthorized access occurred when an unknown actor placed code on Zymo’s system allowing for access to a database containing personal information about its customers.

### **What Information Was Involved?**

The personal information about Zymo’s customers maintained in the database affected by the unauthorized access included first and last names; physical addresses; email addresses as well as hashed passwords; and credit card information, including credit card number, card verification code, and expiration date.

### **What We Are Doing.**

Zymo deeply regrets that this incident occurred. We are conducting a thorough review of the potentially affected computer systems and will notify you if there are any significant developments. Zymo retained a third-party firm to conduct a forensic investigation concerning this incident. Additionally, we have implemented additional security measures designed to prevent the recurrence of such an attack, and to protect the privacy of our valued customers.

We take pride in serving you and apologize for any inconvenience or concern that this incident may cause. As a precautionary measure, we have secured the services of Kroll to provide identity monitoring at no cost to you for one (1) 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 [my.idmonitoringservice.com](http://my.idmonitoringservice.com) to activate and take advantage of your identity monitoring services.

*You have until **November 30, 2017** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-855-269-6548. Additional information describing your services is included with this letter.

**What You Can Do.**

You should carefully review the information included with this letter for further information on how you can protect yourself against any misuse of your personal information, including protective steps you may take.

**Other Important Information.**

Please see the attachment page for information from the Federal Trade Commission as well as information about Obtaining a Free Credit Report or Placing a Fraud Alert or Security Freeze and Filing a Police Report for Suspicious Activity.

**For More Information**

We sincerely apologize for any inconvenience or concern that this incident may cause. Please be assured that Zymo takes the privacy of its customers' information very seriously, and we remain dedicated to using our best efforts to regularly assess and update our security measures to protect such data.

If you have any questions, please call 1-855-269-6548, Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time. Please have your membership number ready.



Marc Van Eden  
Vice President of Business Development

## Further Information and Steps You Can Take

### **Information from the Federal Trade Commission**

The Federal Trade Commission provides suggestions and other information for actions in the event of identity theft, including information about fraud alerts and security freezes, at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>. You may also contact the Federal Trade Commission for more information toll-free at 1-877-ID-THEFT (438-4338) (TTY: 1-866-653-4261), or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

### **Obtaining a free credit report or placing a fraud alert or security freeze**

You may obtain a free copy of your credit report from each of the credit bureaus once a year by going to <http://www.annualcreditreport.com> or calling 877-322-8228. Hearing impaired consumers can access TDD services at 877-730-4104. We encourage you to vigilantly monitor these reports, as well as your credit and debit card statements. You may also place a fraud alert or security freeze on your credit report by contacting the credit bureaus as listed below.

#### **Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-888-766-0008  
[www.equifax.com](http://www.equifax.com)

#### **Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion**

P.O. Box 6790  
Fullerton, CA 92834  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

A security freeze will prevent new credit from being opened in your name without the use of a personal identification number or password that will be issued by the credit bureaus after you initiate the freeze. A security freeze will also prevent potential creditors from accessing your credit report without your authorization. However, please be aware 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, mortgages, employment, housing or other services. In order to place a security freeze, you may be required to provide the credit bureaus with information that identifies you, including your full name, social security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. Credit bureaus may charge a fee up to \$10 to place, lift, or remove the security freeze; however, this fee may be less in certain states or waived if you are the victim of identity theft and you provide a valid police report. You must separately place a security freeze on your credit file with each credit reporting agency.

### **Filing a Police Report for Suspicious Activity**

If you do find suspicious activity, whether on your credit or debit card or in your credit report or otherwise, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records. In addition, you should report identity theft to your state's Attorney General and the Federal Trade Commission.

### **For Iowa Residents**

You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

### **For Maryland Residents**

The Maryland Attorney General provides information regarding identity theft at <http://www.oag.state.md.us/idtheft/index.htm>. You may also contact the Identity Theft Unit at 1-410-576-6491, by email at [idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us), and by mail at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202.

### **For North Carolina Residents**

You can obtain information about preventing identity theft and for identity theft victims from the North Carolina Attorney General's Office at <http://www.ncdoj.com/Help-for-Victims/ID-Theft-Victims/Security-Breach.aspx>. You may also contact the North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM (Toll-free within North Carolina) or 1-919-716-6000, [www.ncdoj.gov](http://www.ncdoj.gov).

### **For Oregon Residents**

You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services<sup>1</sup> from Kroll:

### **Single Bureau Credit Monitoring**

You will 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 criminals 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 can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

<sup>1</sup> Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.