



**NORTH AMERICAN RESCUE®**

Return Mail Processing  
PO Box 999  
Suwanee, GA 30024

15 1 3168 \*\*\*\*\*SNGLP

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



June 9, 2022

**RE: Notice of Data Breach**  
**Please read this entire letter.**

We write to inform you, as a customer of North American Rescue, LLC (“NAR”), of a data security incident potentially involving some of your personal information and/or your organization’s information. We take the protection of your information very seriously, and we are contacting you directly to explain the circumstances of the incident and the steps we and our vendor are taking in response.

**What Happened?**

On April 28, 2022, we discovered what appeared to be a malicious file on the e-commerce website used by NAR’s customers for purchases. We began an investigation to understand the scope of the incident and removed the malicious file. We discovered the malicious file appears to have allowed the capture of some credit card information from customers who purchased goods on NAR’s website from April 2, 2022 to April 28, 2022.

**What Information Was Involved?**

As of now, we believe the affected information that may have been obtained without authorization included customer names, credit card numbers and expiration dates, and contact information.

**What We Are Doing To Protect Your Information:**

Please be assured that we have taken numerous steps to address the incident. Upon discovery of the incident, our cybersecurity team immediately took a series of actions, including a forensic investigation to identify and remove the malicious file, to confirm that no other company systems were impacted, and to better understand the nature of the event.

Protecting your personal information is of utmost concern to us. To help protect your personal information, we are providing you with identity detection and resolution tools through Experian, one of the leading credit and identity monitoring companies, through a complimentary 24-month membership to Experian’s® IdentityWorks<sup>SM</sup>.

To activate this membership and start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by: September 30, 2022**. Your **activation code** will not work after this date.
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

35 Tedwall Court • Greer, South Carolina 29650-4791  
Office: (864) 675-9800 • Fax: (864) 675-9880 • Toll Free: (888) 689-6277  
[www.NARescue.com](http://www.NARescue.com)



If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by **September 30, 2022**. Be prepared to provide engagement number B054200 as proof of eligibility for IdentityWorks.

### **ADDITIONAL DETAILS REGARDING THE 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

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

You may contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your personal information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.890.9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration support is available as part of the membership being provided at no cost to you and is effective from the date of this letter. Registration is not required to access the service provided by Experian's Identity Restoration Specialists. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

#### **What You Can Do:**

We want to make sure you are aware of the additional steps you may take to guard against the use of your personal information.

As we all know, cyberattacks increasingly threaten the security of information at work and at home. You should remain vigilant by reviewing account statements and monitoring free credit reports. Please see the attachment, particularly if you are a U.S. citizen or resident, for further steps you can take to protect your personal information as well as additional important information. We also ask you to remain vigilant against any attack and to report any suspicious computer-related activity.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**For More Information:**

As noted, please see the attachment, particularly if you are a U.S. citizen or resident, for further steps you can take to protect your personal and/or organizational information as well as additional important information.

We sincerely apologize for this incident and regret any inconvenience it may cause. Should you have questions or concerns regarding this matter, please call 864-675-9809.

Sincerely,

A handwritten signature in black ink, appearing to read "A Goldy". The signature is written in a cursive, flowing style.

Andy Goldy  
Chief Operating Officer

## ATTACHMENT

### What You Can Do:

- Be on the alert for suspicious activity related to your accounts, credit report and financial products. We cannot exclude the possibility that third parties may attempt to use some of your personal information for financial gain.
- If you suspect an incident of identity theft has occurred, find suspicious activity on your credit reports or have reason to believe your information is being misused, file a police report and/or contact a major credit bureau, other local law enforcement, your state attorney general, or the Federal Trade Commission. Get a copy of any report as you may need it to clear up any fraudulent debts.
- Call one of the major credit bureaus listed below to place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You can renew it after 90 days. You can obtain further information about fraud alerts and security freezes from the credit bureaus.
- You may also place a security freeze on your credit reports, free of charge. A security freeze generally requires submitting to the credit bureau your full name, address (including past addresses within the last five years), proof of current address, a legible photocopy of a government issued identification card, social security number, and date of birth. 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. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written 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, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze. You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:
  - Equifax, P.O. Box 740241, Atlanta, GA 30348: [equifax.com](http://equifax.com) or 1-800-525-6285
  - Experian, P.O. Box 4500, Allen, TX 75013: [experian.com](http://experian.com) or 1-888-397-3742
  - TransUnion, P.O. Box 2000 Chester, PA 19022: [transunion.com](http://transunion.com) or 1-800-680-7289
- We also recommend you periodically request that credit reports from all available major credit bureaus be sent to you, free of charge, for your review. Checking your credit reports periodically can help you spot problems and address them quickly. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228.
- You can obtain additional information about preventing identify theft, fraud alerts and security freezes from the Federal Trade Commission ("FTC"), 600 Pennsylvania Avenue, NW, Washington, DC 20580: 877-382-4357, <https://www.consumer.ftc.gov/topics/identity-theft>. You also have rights under the federal Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. The FTC has published a list of the primary rights created by the FCRA at <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

- Alabama Residents: The Attorney General can be contacted at 1-800-392-5658 or <https://www.alabamaag.gov/consumercomplaint>.
- Alaska Residents: The Attorney General can be contacted at 1031 West 4th Ave., Suite 200, Anchorage, AK 99501-1994; 1-888-576-2529; [http://www.law.alaska.gov/department/civil/consumer/cp\\_complaint.html](http://www.law.alaska.gov/department/civil/consumer/cp_complaint.html).
- Arizona Residents: The Attorney General can be contacted at 2005 North Central Avenue, Phoenix, AZ 85004; 602-542-5025 or <https://www.azag.gov/consumer/data-breach>.
- Arkansas Residents: The Attorney General can be contacted at 323 Center Street, Suite 200, Little Rock, AR 72201; 1-800-482-8982; [consumer@ArkansasAG.gov](mailto:consumer@ArkansasAG.gov); or <https://arkansasag.gov/forms/file-a-consumer-complaint/>.
- California Residents: Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.
- Colorado Residents: The Attorney General can be contacted at 1300 Broadway, 10<sup>th</sup> Floor, Denver, CO 80203; 720-508-6000 or <https://coag.gov/resources/data-protection-laws/>.
- Connecticut Residents: The Attorney General can be contacted at 165 Capitol Avenue, Hartford, CT 06106; 860-808-5420 or 860-808-5318; or <https://portal.ct.gov/AG/General/Report-a-Breach-of-Security-Involving-Computerized-Data>.
- Delaware Residents: Contact The Delaware Fraud & Consumer Protection Division at 820 N. French Street, Wilmington, DE 19801 or 302-577- 8600. For additional information on protection against identity theft: <https://attorneygeneral.delaware.gov/fraud/cpu/idtheft/>.
- Florida Residents: The Attorney General can be contacted at 1-866-966-7226 or <https://www.myfloridalegal.com/pages.nsf/Main/18A7753257FE439085256CC9004EC4F7>.
- Georgia Residents: The Attorney General can be contacted at 2 Martin Luther King Jr. Drive, Suite 356, Atlanta, GA 30334-9077; 800-869-1123 or <https://consumer.georgia.gov/consumer-topics/identity-theft-what-do-if-it-happens-you>.
- Hawaii Residents: Contact the Hawaii Department of Commerce and Consumer Affairs at 335 Merchant Street, Honolulu, HI 96813; 808-587-3222 or <https://cca.hawaii.gov/identity-theft-information/>.
- Idaho Residents: The Attorney General can be contacted at 700 W. Jefferson Street, P.O. Box 83720, Boise, ID 83720-0010; 208-334-2400 or <https://www.ag.idaho.gov/>.
- Illinois Residents: The Attorney General can be contacted at 100 West Randolph Street, Chicago, IL 60601; 1-800-386-5438 or <https://ccformsubmission.ilag.gov/>.
- Indiana Residents: The Attorney General can be contacted at 302 W. Washington Street, 5th Floor, Indianapolis, IN 46204; 1-800-382-5516 or <https://www.in.gov/attorneygeneral/consumer-protection-division/id-theft-prevention/complaint-form>.
- Iowa Residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General. The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319; 515 281-5926; or [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

- Kansas Residents: The Attorney General can be contacted at 120 SW 10th Ave, 2nd Floor, Topeka, KS 66612-1597; 785-296-2215; <https://ag.ks.gov/in-your-corner-kansas/>.
- Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118, Frankfort, Kentucky 40601; (502) 695-5300; or <https://ag.ky.gov/Pages/default.aspx>.
- Louisiana Residents: The Attorney General can be contacted at 1885 N. Third Street, Baton Rouge, LA 70802; 1-800-351-4889 or <https://www.ag.state.la.us/Page/DataBreach>.
- Maine Residents: The Attorney General can be contacted at 6 State House Station, Augusta, ME 04333; 207-626-8800; or [https://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml).
- Maryland Residents: Further information about security breach response and identity theft prevention and protection can be obtained from Maryland's Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202: 410-576-6300 or <https://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>. North American Rescue, Inc., is located at 35 Tedwall Court, Greer, SC 29650.
- Massachusetts Residents: You have a right to request from us a copy of any police report filed in connection with this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. The Attorney General can be contacted at One Ashburton Place, 18th Floor, Boston, MA 02108; 617-727-8400; or <https://www.mass.gov/how-to/file-a-consumer-complaint#:~:text=You%20can%20reach%20us%20at,time%20using%20our%20online%20form>.
- Michigan Residents: The Attorney General can be contacted at 525 W. Ottawa Street, P.O. Box 30212, Lansing, MI 48909; 877-765-8388; or <https://www.michigan.gov/ag/>.
- Minnesota Residents: The Attorney General can be contacted at 445 Minnesota Street, Suite 1400, St. Paul, MN 55101; 517-335-7622; or <https://www.ag.state.mn.us/Consumer/Publications/PersonalInformationBreaches.asp>.
- Mississippi Residents: The Attorney General can be contacted at 550 High Street, Jackson MS 39201; 601-359-3680; or <https://www.ago.state.ms.us/divisions/consumer-protection/>.
- Missouri Residents: The Attorney General can be contacted at Supreme Court Building, 207 W. High St., P.O. Box 899, Jefferson City, MO 65102; 800-392-8222; or <https://ago.mo.gov/app/consumercomplaint>.
- Montana Residents: The Attorney General can be contacted at 215 N Sanders Street, Helena, MT 59620-0151; 800-498-6455; or <https://dojmt.gov/consumer/affected-data-breach/>.
- Nebraska Residents: The Attorney General can be contacted at 2115 State Capitol, Lincoln, NE 68509; 800-727-6432; or <https://protectthegoodlife.nebraska.gov/data-breach-notification>.
- Nevada Residents: The Attorney General can be contacted at 100 North Carson Street, Carson City, NV 89701; 702-486-3132 or [https://ag.nv.gov/Hot\\_Topics/Victims/IDTheft/](https://ag.nv.gov/Hot_Topics/Victims/IDTheft/).
- New Hampshire Residents: The Attorney General can be contacted at 33 Capitol Street, Concord, NH 03301; 888-468-4454; or <https://www.doj.nh.gov/consumer/>.
- New Jersey Residents: The Attorney General can be contacted at 124 Halsey Street, Newark, NJ 07101; 973-504-6200; or <https://www.njconsumeraffairs.gov/ocp/Pages/default.aspx>.

- New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you would get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580. The Attorney General can be contacted at 408 Galisteo Street, Santa Fe, NM 87501; 844-255-9210; or <https://www.nmag.gov/file-a-complaint.aspx>.
- New York Residents: Further information about security breach response and identity theft prevention and protection can be obtained from New York’s Office of the Attorney General, The Capitol, Albany, NY 12224-0341: 1 (800) 771-7755 or <https://ag.ny.gov/internet/privacy-and-identity-theft>.
- North Carolina Residents: Further information about preventing identity theft can be obtained from North Carolina’s Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001: (919) 716-6000; or <https://ncdoj.gov/protecting-consumers/protecting-your-identity/protect-your-business-from-identity-theft/security-breach-information/security-breach-advice/>.
- North Dakota Residents: The Attorney General can be contacted at 600 E. Boulevard Ave Dept. 125, Bismarck ND 58505; 1-800-472-2600; [ndag@nd.gov](mailto:ndag@nd.gov); or <https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints>.
- Ohio Residents: The Attorney General can be contacted at 30 E. Broad St., 14th Floor Columbus, OH 43215; 800-282-0515; <https://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/ConsumerComplaintForm3292012-pdf.aspx>.
- Oklahoma Residents: The Attorney General can be contacted at 313 NE 21st Street, Oklahoma City, OK 73105; 833-681-1895; or <https://www.oag.ok.gov/consumer-protection>.
- Oregon Residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General. The Attorney General can be contacted at 877-877-9392 or <https://www.doj.state.or.us/consumer-protection/>.
- Pennsylvania Residents: The Attorney General can be contacted at 16th Floor, Strawberry Square, Harrisburg, PA 17120; 800-441-2555; or <https://www.attorneygeneral.gov/protectyourself/identity-theft/>.
- Puerto Rico Residents: The Puerto Rico Department of Consumer Affairs can be contacted at 787-722-7555 or <https://www.daco.pr.gov/servicios/querellas/>.
- Rhode Island Residents: You are advised that fees may be required to be paid to the consumer reporting agencies. Under Rhode Island law, you have the right to file and obtain a copy of a police report. Further information about preventing identity theft can be obtained from the State of Rhode Island Office of the Attorney General at <https://riag.ri.gov/about-our-office/divisions-and-units/civil-division/public-protection/consumer-protection>; 150 South Main Street, Providence, RI 02903; or (401) 274-4400.

- South Carolina Residents: The Attorney General Consumer Affairs Division can be contacted at 293 Greystone Boulevard, Suite 400; 803-734-4200; or <https://consumer.sc.gov/identity-theft-unit>.
- South Dakota Residents: The Attorney General Division of Consumer Protection can be contacted at 1302 E HWY 14, Suite 3, Pierre, SD 57501; 605-773-4400; or <https://consumer.sd.gov/fastfacts/securitybreach.aspx>.
- Tennessee Residents: The Attorney General can be contacted at P.O. Box 20207, Nashville, Tennessee, 37202; 615-251-5185; or <https://www.tn.gov/content/tn/attorneygeneral/working-for-tennessee/consumer/resources.html>.
- Texas Residents: The Attorney General can be contacted at P.O. Box 12548, Austin, TX, 78711-2548; 800-621-0508 or <https://www.texasattorneygeneral.gov/consumer-protection/identity-theft>. Visit <http://txoag.force.com/CPDOnlineForm> for its consumer complaint form.
- Utah Residents: The Attorney General can be contacted at P.O. Box 142320, Salt Lake City, UT 84114-2320; 801-366-0260 or <https://attorneygeneral.utah.gov/utah-consumer-protection/>.
- Vermont Residents: The Attorney General can be contacted at 109 State St, Montpelier, VT 05609; 800-649-2424; or <https://ago.vermont.gov/privacy-data-security/>.
- Virginia Residents: The Attorney General can be contacted at 804-786-2042 or <https://www.oag.state.va.us/consumer-protection/index.php/get-help/contact-us2>.
- Washington Residents: The Attorney General can be contacted at 800 5th Ave. Ste. 2000, Seattle, WA 98104-3188; 206-464-6684; or more information may be found at <https://www.atg.wa.gov/fileacomplaint.aspx>.
- Washington D.C. Residents: Further information about preventing identity theft can be obtained from the Office of the Attorney General for the District of Columbia, 400 6th Street, NW, Washington, DC 20001: 202-727-3400; or <https://oag.dc.gov/>.
- West Virginia Residents: You have the right to ask that nationwide consumer reporting agencies place “fraud alerts” in you file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above. The Attorney General can be contacted at State Capitol Complex, Bldg 1, Rm E-26, 1900 Kanawha Blvd E, Charleston, WV 25305; 1-800-368-8808; or <https://ago.wv.gov/consumerprotection/Pages/Identity-Theft-Prevention.aspx>.
- Wisconsin Residents: The Attorney General can be contacted at 2811 Agriculture Dr., P.O. Box 8911, Madison, WI 53708-8911 or 608-266-1221. For more information on Identity Theft and Privacy Protection <https://datcp.wi.gov/Pages/Publications/IDTheftPrivacyProtectionFactSheets.aspx>.
- Wyoming Residents: The Attorney General can be contacted at 109 State Capitol, Cheyenne, WY 82002; 1-800-438-5799; or <https://ag.wyo.gov/law-office-division/consumer-protection-and-antitrust-unit>.