



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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

July 11, 2022

RE: Your personal information

Dear <<Name 1>>:

Sumner Communications (“Sumner”) is committed to protecting the confidentiality of our customers’ information. Regrettably, we are writing to inform you of an incident that may have involved some of your payment card information including your name, credit or debit card number and expiration date.

On April 13, 2022, we identified suspicious activity on our systems. We promptly took steps to determine the nature and scope of the incident. Additionally, we engaged with external security experts. After a forensic investigation and review, on June 22, 2022, we determined that an unauthorized third-party may have accessed certain files containing some personal information collected for processing payments from our customers. Although we are not aware of any evidence indicating that the unauthorized third-party was attempting to sell or misuse your personal information, we are notifying those that were potentially affected out of an abundance of caution.

We have taken, and are continuing to take, actions to mitigate this incident and to protect against similar attacks in the future. Such actions included containment of the incident and termination of any unauthorized access by shutting down the compromised server and modifying security settings. As noted above, we retained an outside expert to conduct a full forensic investigation, and we have notified our merchant bank of this matter. With respect to the payment card data, our merchant bank will notify Visa, Mastercard, American Express and Discover of this issue so that they may take appropriate action to protect cardholders as necessary.

While we have no indication that any of your personal information has been misused, we are taking precautionary measures to protect your financial security and to help alleviate any concerns you may have.

We are committed to helping those who may have been affected by this unfortunate situation. That’s why we are providing you with access to free credit monitoring for 24 months through Experian IdentityWorksSM. This product provides you with identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: September 30, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** <<Enrollment Code>>

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 B055256 as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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

You can 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, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists 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 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 this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

If you choose not to use these services, **we strongly urge you to do the following:**

If you choose to place a fraud alert or security freeze on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

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. There is no charge to request a credit freeze.

In order to request a security freeze, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five (5) years;
- Proof of current address such as a current utility bill or telephone bill; and,
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Should you wish to obtain a credit report and monitor it on your own, you may obtain free copies of your credit report by visiting www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.) Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.

Regarding your payment card data, although the card brands have already been notified of this incident, we recommend as an added precaution that you be especially vigilant regarding any recent activity on this card. You may also wish to contact your card issuer to cancel the credit or debit card used on our website(s) and have a new one issued.

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at www.ftc.gov/idtheft.

Remember to remain vigilant in reviewing your account statements, monitoring your free credit reports, and for incidents of fraud.

We sincerely apologize for this incident and regret any inconvenience this may cause you. If you have any questions, please do not hesitate to contact us at 877-237-1533.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Sumner', followed by a horizontal line extending to the right.

Scott Sumner
Chief Executive Officer

NORTH CAROLINA RESIDENTS

You may also wish to contact the North Carolina Attorney Generals' Office, Consumer Protection Division, at (919) 716-6000, 9001 Mail Service Center, Raleigh, NC 27699-9001 or by visiting <http://www.ncdoj.gov/Home/ContactNCDOJ.aspx>.