



Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

March 3, 2021

G2756-L01-0000001 T00001 P001 \*\*\*\*\*AUTO\*\*MIXED AADC 159



SAMPLE A. SAMPLE - L01-STANDARD

APT ABC

123 ANY ST

ANYTOWN, ST 12345-6789



**Re: Notice of Data Breach**

Dear Sample A. Sample:

Harry Norman, REALTORS® (“**Harry Norman**”) is writing to inform you of a recent incident that may impact your personal information. This letter provides you with information about the incident, steps taken since discovering the incident, and what you can do to better protect against potential harm arising from this incident, should you feel it is appropriate to do so.

**What Happened?** On December 27, 2020, Harry Norman determined it was the victim of a ransomware attack. We immediately launched an investigation, with the assistance of cybersecurity experts, to determine the nature and scope of the incident. As part of this investigation, we determined the responsible cybercriminal had access to our environment between November 4, 2020 and December 29, 2020, and that your personal information may have been accessible to the cybercriminal during that time as a result.

**What Information Was Involved?** The forensic investigation was unable to identify whether or not personal information was actually impacted as a result of this incident. Typically, ransomware attacks are only used by cybercriminals to block access to an entity’s environment. However, we do not have sufficient evidence to confirm that in this instance. Out of an abundance of caution, we commenced a thorough data mining effort to identify potentially impacted individuals. On January 29, 2021, we determined the following information about you was accessible to the cybercriminal: name, address, and [EXTRA1]

**What Are We Doing?** Protecting personal information is of utmost concern to us. Harry Norman has invested significantly into cybersecurity and will continue to do so. In addition to taking the steps detailed above, we are reviewing our policies and procedures and implementing additional safeguards to better protect against an incident like this from occurring in the future. Out of an abundance of caution, we are also offering you with two years of complimentary credit monitoring and identity restoration services with Experian. We have also provided notice to the consumer reporting agencies and certain state regulators as required.

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**What You Can Do.** You can review the enclosed **Steps You Can Take**, which contains instructions on how to enroll in the complimentary credit monitoring and identity restoration services, as well as general best practices on what you can do to better protect against the possibility of identity theft and fraud. Please note that while we will cover the cost of the identity protection services, you will need to complete the enrollment process.

**For More Information.** We truly apologize for this inconvenience and understand that you may have additional questions. To ensure your questions are timely answered, please contact our call dedicated call center at (877) 534-7033. The call center is available Monday through Friday, 9:00 am to 11:00 pm EST, and Saturday and Sunday, 11:00 am to 8:00 pm EST. Be prepared to provide your engagement number DB25658.

Sincerely,

A handwritten signature in black ink that reads "Jenni Bonura". The signature is written in a cursive, flowing style.

Jenni Bonura, CEO  
Harry Norman, REALTORS®

## STEPS YOU CAN TAKE

**Enroll In Credit Monitoring:** We are offering you a complimentary two (2) year membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior 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:** May 31, 2021 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/credit](http://www.experianidworks.com/credit)
- Provide your **activation code:** ABCDEFGHI

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) 534-7033 by May 31, 2021. Be prepared to provide engagement number **DB25658** as proof of eligibility for the identity restoration services by Experian.

## ADDITIONAL DETAILS REGARDING YOUR 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. Offline members will be eligible to call for additional reports quarterly after enrolling.
- **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<sup>TM</sup>:** 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. 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.

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 two (2) years from the date of this letter and does not require any action on your part at this time.

**Monitor Your Accounts:** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity or errors.

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**Check Credit Reports:** Under United States 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](http://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.

Equifax  
P.O. Box 740256  
Atlanta, GA 30374  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

Transunion  
P.O. Box 2000  
Chester, PA 10916  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Place A Security Freeze:** You may place a security freeze on your credit reports, free of charge. 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. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

Equifax  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
[www.equifax.com/personal/credit-report-services/credit-freeze/](http://www.equifax.com/personal/credit-report-services/credit-freeze/)

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

Transunion  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Place A Fraud Alert:** At no charge, you can also have the three major 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 the credit reporting agencies.

**Review Additional Resources:** If you believe you are the victim of identity theft or have reason to believe that your personal information has been misused, you should contact the Federal Trade Commission and/or your state Attorney General. You can obtain information from these sources about additional steps you can take to protect yourself against identity theft and fraud, as well as information on security freezes and fraud alerts. You can contact the Federal Trade Commission at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); and 1-877-ID-THEFT (1-877-438-4338). Instances of known or suspected identity theft should be promptly reported to law enforcement and you have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement. **For District of Columbia residents:** The Attorney General can be contacted at 400 6<sup>th</sup> Street NW, Washington, D.C. 20001; 202-727-3400; [oag.dc.gov](http://oag.dc.gov). **For Maryland residents:** The Attorney General can be contacted at: 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, Maryland 21202; 888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Harry Norman is located at 532 East Paces Ferry Road, Suite 300, Atlanta, Georgia 30305. **For 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. You have additional rights under the Fair Credit Reporting Act not summarized here and we encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf). **For New York residents:** The Attorney General can be contacted at: Office of the Attorney General, The Capital, Albany, New York 12224; 1-800-771-7755; and [ag.ny.gov](http://ag.ny.gov). **For North Carolina residents:** The Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, North Carolina 27699; 877-566-7226; and [www.ncdoj.gov](http://www.ncdoj.gov).