

Fred Smith Plumbing & Heating
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223



<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code:
<<XXXXXXXX>>

January 6, 2022

Dear <<First Name>> <<Last Name>>,

I am writing to notify you that Fred Smith Plumbing and Heating Company, Inc. (the "Company") was victimized by a cyberattack (the "Incident") that impacted one Company email account. We immediately commenced an investigation of the Incident, with assistance from third party experts, for the purpose of determining its scope, the impact on our information systems, and the identities of those the Incident may have affected.

Through its investigation, the Company identified one Company email account that had been subject to unauthorized access. It then undertook the time- and resource-intensive steps of data mining and manually reviewing the contents of that account to determine whether it contained personally identifiable information ("PII") and to identify the data subjects to whom that PII related.

On or about September 29, 2021 we determined that, during the period from June 3 to August 20, 2021, the threat actor(s) may have accessed personally identifiable information ("PII") in the affected email account that relates to you. We have not found any evidence that your information was acquired, downloaded, or used for any fraudulent purpose because of the Incident.

What Information Was Involved

A small number of the emails subject to the Incident contained one or multiple data elements of PII, including names, social security numbers, driver's license numbers, tax ID numbers, credit card numbers, and/or dates of birth.

What We Are Doing

Out of an abundance of caution, we are providing this notice to you so that you can take steps to minimize the risk that your information will be misused. The attached sheet describes steps you can take to protect your identity, credit, and personal information.

As an added precaution, we have arranged for IDX to provide to you 24 months of free credit monitoring and related services, including a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this specialized protection, IDX can help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9:00 am to 9:00 pm eastern time. Please note the deadline to enroll is April 6, 2022. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

We treat all sensitive information in a confidential manner and are proactive in the careful handling of such information.

Since learning of the attack, we have taken several steps to further secure our systems. Specifically, we have performed a password reset, secured access to Company email accounts, implemented a user training platform, and deployed advanced threat detection and response measures.

What You Can Do

In addition to enrolling in the credit monitoring services discussed above, the attached sheet describes steps you can take to protect your identity, credit, and personal information.

Additionally, we recommend that you immediately reset your username and password to all financial accounts.

For More Information

Please call 1-800-939-4170 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

We sincerely apologize for this situation and any inconvenience it may cause you.

Sincerely,

Fred Smith Plumbing & Heating, Inc.

A handwritten signature in black ink, appearing to read 'Phillip Kraus', written in a cursive style.

Phillip Kraus
President and CEO

PLEASE TURN PAGE FOR ADDITIONAL INFORMATION

What You Should Do to Protect Your Personal Information

We recommend you remain vigilant and consider taking the following steps to protect your personal information:

1. Contact the nationwide credit-reporting agencies as soon as possible to:
 - Add a fraud alert statement to your credit file at all three national credit-reporting agencies: Equifax, Experian, and TransUnion. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This fraud alert will remain on your credit file for 90 days.
 - You can also receive information from these agencies about avoiding identity theft, such as by placing a “security freeze” on your credit accounts.
 - Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
 - Receive and carefully review a free copy of your credit report by going to www.annualcreditreport.com.

Equifax
P.O. Box 740256
Atlanta, GA 30374
(866) 510-4211
psol@equifax.com
www.equifax.com

Experian
P.O. Box 2390
Allen, TX 75013
(866) 751-1323
Databreachinfo@experian.com
www.experian.com/

TransUnion
P.O. Box 1000
Chester, PA 19022
(800) 888-4213
[https://tudatabreach.tnwreports.co
m/](https://tudatabreach.tnwreports.com/)
www.transunion.com

2. Carefully review all bills and credit card statements you receive to see if there are items you did not contract for or purchase. Also review all your bank account statements frequently for checks, purchases, or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
3. **New York Residents:** You may obtain additional information from the New York State Police, 1220 Washington Avenue, Building 22, Albany, NY 12226-2252 or <https://www.troopers.ny.gov/> and the Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Suite 640, Albany, NY 12231, Phone: (800) 697-1220 and <https://www.dos.ny.gov/consumerprotection/>.
4. **North Carolina Residents:** you may obtain information about preventing identity theft from the following source: Office of the Attorney General, 0001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, and www.ncdoj.gov/Home/ContactNCDOJ.aspx.
5. The Federal Trade Commission (“FTC”) offers consumer assistance and educational materials relating to identity theft, privacy issues, and how to avoid identity theft, such as by setting up fraud alerts or placing a “security freeze” on your credit accounts. The FTC can be contacted either by visiting www.ftc.gov, www.consumer.gov/idtheft, or by calling (877) 438-4338. If you suspect or know that you are the victim of identity theft, you should contact local law enforcement, and you can also contact the Fraud Department of the FTC, which will collect all information and make it available to law enforcement agencies. The FTC can be contacted at the website or phone number above, or at the mailing address below:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue
NW Washington, DC 20580

