



Processing Center • P.O. BOX 141578 • Austin, TX 78714

00001  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

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ACD1234  
00-ACIDLT1E-2

July 13, 2015

Dear John Sample,

New Horizons Computer Learning Centers, Inc. (“New Horizons”) recently discovered an incident that may affect the security of your personal information. While New Horizons is unaware of any actual or attempted misuse of this information, we are writing to provide you with information regarding the incident, steps we’ve taken since discovering this incident, and what you can do to protect against identity theft and fraud if you feel it is appropriate to do so.

***What Happened?*** On May 28, 2015, we detected suspicious activity on a certain server within our network. We immediately launched an investigation into the activity and, on June 11, 2015, determined unauthorized access to certain employee and vendor information stored on our network had occurred. While our investigation is ongoing, we’ve determined the following information relating to you was accessed without authorization: name, Social Security number, date of birth, and address. **Again, we are unaware of any actual or attempted misuse of this information.**

***What is New Horizons Doing?*** New Horizons takes the security of your personal information very seriously. In addition to launching an investigation into this incident, we’ve taken steps to prevent additional unauthorized access to our network and continue to monitor our system for suspicious activity. We’ve retained third-party forensic investigators to assist in our investigation into this incident. We’ve reported the incident to the FBI, and their investigation is ongoing.

In addition to the steps above, we are also providing notice of this incident, information on how to protect against identity theft and fraud, and complimentary access to 24 months of free credit monitoring and identity restoration services with AllClear ID to individuals impacted by this incident. The enclosed Privacy Safeguards Information contains information on protecting against identity theft and fraud and instructions on how to enroll and receive the complimentary credit monitoring and identity restoration services.

***What You Can Do.*** You can review the enclosed Privacy Safeguards Information. You can also enroll to receive the complimentary access to 24 months of free credit monitoring and identity restoration services. You can also contact the confidential inquiry line, staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against identity theft and fraud, with questions or concerns regarding this incident. This confidential inquiry line is available Monday through Saturday, 8:00 am – 8:00 pm, Central Time, at 1-866-979-2512.



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## PRIVACY SAFEGUARDS INFORMATION

To help detect the possible misuse of your information, we have arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date we first provided you with enrollment instructions, and you can use them at any time during the next 24 months.

**AllClear SECURE:** The team at AllClear ID is ready and standing by if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-866-979-2512 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear ID maintains an A+ rating at the Better Business Bureau.

**AllClear PRO:** This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling 1-866-979-2512 using the following redemption code: Redemption Code.

Please note: Additional steps may be required by you in order to activate your phone alerts.

We encourage you to remain vigilant, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. 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.

At no charge, you can also have these 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 any one of these agencies:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

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

TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised 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.

If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place the freeze on all of your credit files.

To find out more on how to place a security freeze, you can use the following contact information:



Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
(NY residents please call  
1-800-349-9960)  
[www.equifax.com/help/  
credit-freeze/en\\_cp](http://www.equifax.com/help/credit-freeze/en_cp)

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

TransUnion Fraud Victim  
Assistance  
P.O. Box 6790  
Fullerton, CA 92834  
Fraud Division  
800-680-7289  
[www.transunion.com/freeze](http://www.transunion.com/freeze)

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. **For Maryland residents**, the Attorney General can be reached at: 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202; 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov).

Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.