



<Date>

<name>

<street address>

<City, State, zip>

I am writing to inform you of an incident we self-discovered on January 12, 2015, involving the theft of payment information from our online stores. An unknown criminal installed malware on the billing and payment pages of our websites that appears to have intercepted customer payment information. Your information may have been affected if you entered new payment details on our websites (rather than using a previously saved profile) for purchases between December 24, 2014 and January 8, 2015. Your name, address, and payment card information, including the card number, expiration date, and CVV2 code, may have been among the information accessed.

We have taken the necessary steps to remove the malware and prevent it from being reinstalled. We have reported the incident to and are cooperating with law enforcement. We have also informed the credit reporting agencies and payment card networks about this incident so that they may take appropriate action regarding your card account.

We value the trust and confidence of our customers, and take the protection of your information seriously. To help protect your identity, we are offering a **complimentary** one-year membership to Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

#### Activate ProtectMyID Now in Three Easy Steps

1. ENSURE **That You Enroll By: May 31, 2015** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Web Site to enroll: [www.protectmyid.com/alert](http://www.protectmyid.com/alert)**
3. PROVIDE **Your Activation Code: [code]**

If you have questions or need an alternative to enrolling online, please call (877) 297-7780 and provide engagement #: **PC91786**.

We also recommend that you monitor your payment account records for fraudulent transactions. If you suspect fraudulent activity, you can contact your local law enforcement agency, the attorney general of your state, or the Federal Trade Commission (600 Pennsylvania Avenue, NW, Washington, D.C. 20580; [consumer.ftc.gov](http://consumer.ftc.gov); 1-877-ID-THEFT). You can also contact Experian for fraud resolution assistance.

The credit reporting agencies also provide information on how to avoid identity theft and what to do if you believe your identity has been stolen. Although payment card information should not enable a third party to create new accounts in your name, you should be aware that you can limit new accounts by contacting the credit reporting agencies directly to put in place a fraud alert or a security freeze.

- Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013
- TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790



If you have questions, please call (877) 534-7032, or contact us at Big Fish Games, 333 Elliott Avenue West, Seattle, WA 98119.

On behalf of Big Fish Games, we regret any inconvenience this may cause you.

Sincerely,

Chief Technology Officer  
Ian Hurlock-Jones

### **Addendum**

#### **Information for North Carolina residents:**

You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office  
Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-NO-SCAM  
[www.ncdoj.gov](http://www.ncdoj.gov)

#### **Information for Maryland residents:**

You may also obtain information about preventing and avoiding identity theft from the Maryland Attorney General's Office:

Maryland Attorney General's Office  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)