

September 27, 2013



##93900-LV1-0123456 T-  
SAMPLE A SAMPLE  
APT. 1A  
123 MAIN STREET  
ANYTOWN, US 99999-9999



Dear Sample A Sample:

Colonial Properties Trust, (“Colonial”) is writing to inform you of a recent incident that may affect the security of your personal information.

In April of 2013, we detected the presence of malware on our computer network. We immediately commenced an investigation to identify, isolate and contain the malware. We retained third-party cyber forensic experts Aveshka, Inc. (“Aveshka”) to confirm the malware had properly been identified, isolated and removed from Colonial’s network. We retained privacy and data security legal counsel to assist in our investigation of, and response to the incident. Although our investigation is ongoing, we identified one spreadsheet containing your name and Social Security number that may have been at risk as a result of the malware.

We take this matter, and the security of your personal information, seriously. We are taking steps to ensure this type of incident does not happen again. We are unaware of any actual or attempted misuse of your personal information. In an abundance of caution, we engaged Experian to provide you with access to a complimentary one-year membership of Experian’s<sup>®</sup> ProtectMyID<sup>®</sup> 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:** December 31, 2013 (Your code will not work after this date.)
2. **VISIT the ProtectMyID Web Site to enroll:** <http://protectmyid.com/redeem>
3. **PROVIDE Your Activation Code:** ABCDEFGHIJKL

If you have questions or need an alternative to enrolling online, please call 877-371-7902.

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:**

A credit card is not required for enrollment. Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for: Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> credit reports.

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- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies. It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance<sup>1</sup>:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

To further protect against possible identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to continue to monitor your credit reports 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 the agencies listed below.

Equifax Security  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

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

TransUnion Security Freeze  
P.O. Box 6790  
Fullerton, CA 92834  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

You can also further educate yourself regarding identity theft, and the steps you can take to protect yourself, including how to place a fraud alert or security freeze on your credit file, by contacting your state Attorney General or the Federal Trade Commission. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

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/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed because of law enforcement.

<sup>1</sup>Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

We have established a confidential assistance line for you to utilize if you have any questions or concerns regarding the incident or the contents of this letter. This confidential assistance line, staffed by privacy professionals, is available Monday through Friday, 8:00 a.m. to 5:00 p.m. E.S.T. You may reach the confidential assistance line by dialing, toll-free, (877) 223-3764. When calling, please provide reference number 2024091813.

We apologize for any inconvenience or concern that this may have caused you. The safety and security of your personal information remains a top priority of Colonial.

Sincerely,



John Rigrish  
Chief Administrative Officer  
Colonial Properties Trust

