



Godiva  
PO Box 6336  
Portland, OR 97008

May 29, 2013

Name  
Address 1  
Address 2  
City, State Zip

Dear Name,

On April 15, 2013, Godiva received a letter informing us that an individual, without authorization, had obtained and accessed a flash drive containing certain personal information about some individuals who worked at Godiva, or applied for positions at Godiva, prior to August 5, 2010. The information accessed varies from individual to individual, but could, in some cases, include names, addresses, social security numbers, phone numbers, and other information related to employment records at Godiva.

The flash drive was returned to Godiva on April 19, 2013, and Godiva has been assured by the individual who provided it to Godiva that the information contained on the flash drive was not copied. We have no reason to believe that any of your personal information was copied, nor do we have any information that it was used improperly. Nevertheless, out of an abundance of caution, we are notifying you of the incident and the steps you can take to monitor the security of your identity and personal information. We are also offering you, at Godiva's expense, the opportunity to have your credit monitored by an outside identity protection agency. Please see the attached page for details.

We regret that this incident has occurred and want to emphasize that Godiva takes this matter and the security and protection of your personal information very seriously. Since the time that this information was compiled on the flash drive several years ago, Godiva has implemented additional security and access controls for electronic resources in an effort to further minimize the risk of unauthorized access to confidential information. Godiva specifically prohibits any employee from accessing data without appropriate authorization and from copying confidential data to portable media devices without appropriate safeguards, including password protection and encryption to ensure continued confidentiality of all data.

We have established a toll-free confidential assistance telephone line to help answer any questions you may have regarding the incident described in this letter. This line is staffed with outside professionals trained in identity protection and recovery assistance. This line can be reached Monday through Friday, from 9:00 a.m. to 9:00 p.m. E.S.T. by dialing, toll-free, 1-877-797-6091.

We regret any inconvenience this incident may have caused you and again emphasize that we have no reason to believe that your personal information was either copied or used improperly.

Sincerely,

Kristine Breuer, Senior Vice-President Global Human Resources

## Recommended Steps to Help Protect Yourself

As always, we encourage you to remain vigilant in guarding your personal information, to carefully review your credit card or other financial account statements, and to monitor your credit reports for any suspicious or unauthorized activity. You may also wish to do the following:

- **Obtain a copy of your credit report:** Under federal law, you are entitled to one free copy every twelve months of your credit report from each of the three major credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling, toll free, 1-877-FACTACT (1-877-322-8228). You may also contact the three major credit reporting agencies directly to request a free copy of your credit report.
- **Contact the major credit reporting agencies:** To further protect yourself, you may contact the fraud departments of each of the three major credit reporting companies. They will discuss your options with you and provide information on fraud alerts, security freezes, and other steps you can take to protect yourself from fraud and identity theft.
  - **Place a security freeze:** A security freeze is designed to prevent credit, loans, and services from being approved in your name without your written consent. However, using a security freeze may delay your ability to obtain credit.
  - **Place a fraud alert:** A fraud alert indicates to a business that your personal information might have been compromised and requires the business to take additional steps to verify your identity before issuing you credit. For that reason, placing a fraud alert on your account(s) can protect you, but also may delay your ability to obtain credit. You have the right to ask that the three credit reporting companies place fraud alerts in your file, at no charge. You may place a fraud alert in your file by calling just one of the three nationwide credit reporting companies. As soon as one credit bureau processes your fraud alert, it will notify the other two credit reporting companies which then must also place fraud alerts in your file.
  - To place a fraud alert or security freeze, or should you have any questions regarding your credit report, you can contact the major credit reporting agencies directly at:

Equifax  
1- 800-685-1111 (general)  
1-800-525-6285 (fraud hotline)  
[www.equifax.com](http://www.equifax.com)

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

- **Enroll in a free credit-monitoring program:** We have arranged for you to receive identity theft protection services through ID Experts, the data breach and recovery services expert, to provide you with FraudStop Credit Edition at no cost to you.
  - ID Experts' fully managed recovery services will include: (1) 12 months of credit monitoring; (2) \$20,000 insurance reimbursement policy; (3) exclusive educational materials; and (4) access to fraud resolution representatives.
  - With this protection, ID Experts will help you resolve issues if your identity is compromised. We encourage you to contact ID Experts with any questions and to enroll in the free services by calling the toll free assistance line at 1-877-797-6091 from Monday through Friday, from 9:00 a.m. to 9:00 p.m. E.S.T. or by going to [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect).
  - **Your membership code for this free credit-monitoring program is: [MEMBER ID]**

- Further educate yourself regarding identity theft: You can learn about the steps you can take to protect yourself by contacting your state Attorney General or the Federal Trade Commission (FTC).
- **Contact the FTC:** The FTC provides useful information about identity theft and maintains a database of identity theft cases for use by law enforcement agencies. To file a report with the FTC, you can call the FTC's Identity Theft Hotline: 1-877-IDTHEFT (438-4338); send a written report to: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington DC 20580; or visit: [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/).
- **Report** any instances of known or suspected identity theft to law enforcement.

You can obtain additional information about the steps you can take to protect yourself by contacting the following:

**For North Carolina Residents:**

Office of the Attorney General of North Carolina  
 Consumer Protection Division  
 9001 Mail Service Center  
 Raleigh, NC 27699-9001  
[www.ncdoj.com/](http://www.ncdoj.com/)  
 Telephone: 1-919-716-6400; 1-877-566-7226

**For Maryland Residents:**

Maryland Office of the Attorney General  
 Consumer Protection Division  
 200 St. Paul Place, 16<sup>th</sup> Floor  
 Baltimore, MD 21202  
[www.oag.state.md.us](http://www.oag.state.md.us)  
 Telephone: 1-888-743-0023

**For Oregon Residents:**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

**For all other US Residents:**

Identity Theft Clearinghouse  
 Federal Trade Commission  
 600 Pennsylvania Avenue, NW  
 Washington, DC 20580  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)  
 1-877-IDTHEFT (438-4338)