SAMPLE INDIVIDUAL NOTIFICATION

May 16, 2016

Dear Mr./Ms.

At H&R Block, we value your business and are writing to inform you of a recent issue potentially involving your personal information. Protecting your privacy is very important to us, please review the included notice regarding a former H&R Block Expat Tax Services employee who took various files and information for the purpose of starting a competing tax preparation company. This information may have included personal information about you, including information typically used to file U.S. tax returns.

When we learned of these actions, we immediately took the necessary steps to recover and protect this information. We also reviewed and updated our internal procedures to reduce the possibility of any similar occurrences in the future. Based on our analysis and discussions with the former employee, there is no evidence the former employee used this information for any purpose.

We deeply regret this happened. Should you have any questions or other concerns about this matter, please don't hesitate to contact us via email at notifications@hrblock.com. Include your name and phone number in the email and an agent will contact you within 72 hours. You may also contact H&R Block via phone within the U.S. at 1-855-211-5334 or internationally at 1-816-504-1200. Agents are available Monday – Friday, 9:00 AM to 5:30 PM central time.

Sincerely,

Kevin Mobley
General Manager, H&R Block Expat Services

	NOTICE May 16, 2016
What Happened?	A former H&R Block Expat Tax Services employee copied various files and information onto an external hard drive during his employment with H&R Block. Upon leaving employment with H&R Block in January 2016, the former employee did not delete or return this information. The former employee intended to use this information to start a competing tax preparation company. To our knowledge, the competing company never conducted any business. We contacted the former employee on or around January 21, 2016 regarding the former employee's continuing obligations to H&R Block and H&R Block's clients. In addition, we immediately began taking steps to protect potentially impacted clients and recover all H&R Block information. These actions included a forensic investigation of the former employee's electronic devices and initiating legal action on February 1, 2016. As a part of that process, the former employee agreed to return all information and indicated that the information was not used or disclosed for any purpose.
What Information Was Involved?	These files and information may have included personal information about you, including potentially your name, email address, physical address, and other information typically found on U.S. tax documents, including social security numbers.
What We Are Doing?	When we learned of these actions, we immediately researched the situation and took the necessary steps to recover and protect this information. We also reviewed and updated our internal procedures to reduce the possibility of any similar occurrences in the future. The former employee has agreed to return all information and indicated that the information was not used or disclosed for any purpose. Our notice to you has not been delayed due to law enforcement investigation.
What You Can Do?	The Federal Trade Commission has some useful resources at https://www.ftc.gov/idtheft regarding protecting your identity, fraud alerts, and security freezes. We also recommend you consider the following: • **Obtain a free credit report.** You may request a free copy of your U.S. credit report once every 12 months by visiting http://www.annualcreditreport.com or by calling 1-877-322-8228 toll free. You can print a copy of the request form at http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm. • **Carefully review your credit report**. Look for accounts you did not open and inquiries from creditors that you did not initiate. Also, look for personal information, such as your home address or social security number that is inaccurate. If you see anything that is wrong or that you do not understand, call the credit reporting agency at the telephone number on the report. We also suggest that you consider contacting one of the major credit bureaus listed below to place a fraud alert or security freeze on your credit reports: **Equifax** (800) 685-1111 P.O. Box 740241 Atlanta, GA 30374 **www.equifax.com** **Experian** (888) 397-3742 P.O. Box 9532 Allen, TX 75013 **www.experian.com** **TransUnion** (800) 916-8800 P.O. Box 6790 Fullerton, CA 92834 **www.transunion.com** • **Review your financial statements carefully.** We recommend you remain vigilant about regularly reviewing personal financial statements, including your credit card and bank account statements. • **Review information on preventing identity theft.** For more information about steps you can take to reduce the likelihood of identity theft or fraud, call 1-877-ID-THEFT (877-438-4338), visit the FTC's website at http://www.ftc.gov/idtheft/, or write to: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580. If you believe you are the victim of identity theft, you should immediately contact your local law enforcement agency, your state's attorney general, or the FTC. • **For Residents of North Carolina.** For information on how to avoid identity theft, visit the North Carolina Attorney General's website at http://www.ncdoj.gov, contact the North Carolina Attorney General at (877)-566-7226, or write to Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001.
Other Important Information	Should you have any questions or other concerns about this matter, please don't hesitate to contact us via email at notifications@hrblock.com. Include your name and phone number in the email and an agent will contact you within 72 hours. You may also contact H&R Block via phone within the U.S. at 1-855-211-5334 or internationally at 1-816-504-1200. Agents are available Monday – Friday, 9:00 AM to 5:30 PM central time.