Intuit
7535 Torrey Santa Fe Road
San Diego, CA 92129

intuit

<Insert Date>
Dear <insert Name(s)>;

On October 30, 2015, we concluded that your TurboTax account may have been accessed previously by someone other than you. Since we have no evidence that any Intuit system has been compromised, we believe your username and password combination was obtained from other third party sources. If you didn't access your account during this time, someone else may have obtained information contained on a prior year tax return.

This letter details steps we're taking to help protect you and suggestions on how to protect yourself in the future.

How we're protecting your TurboTax information

We've locked your TurboTax account to protect your information from further unauthorized access. To help ensure you're protected in the future, we're offering you free credit monitoring through ProtectMyID service, provided by our credit-monitoring partner Experian. The information included with this letter provides details about how to use this service. Feel free to email us at TTaxInvestigations@intuit.com with questions about how to obtain credit-monitoring services for any dependents that appear on your return.

Your next steps

1. To unlock your account, please email us at TTaxInvestigations@intuit.com or call Customer Care at 1-800-944-8596. We'll walk you through the process of verifying your identity so you may access your account again.
2. Once you access your account, review your personal information in MyTurboTax to make sure that it's accurate. Pay particular attention to your email address and bank account information.
3. To prevent unauthorized access to your other non-Intuit online accounts, you should immediately change your passwords for those accounts, particularly if you use the same username and password.
4. Make sure that your computer is properly secured (e.g., that you are using current anti-virus software, firewall, security patches) and you routinely check for viruses and malware. More information on how to do this can be found at htts://security.intuit.com/protect-your-computer.html.

If you have any additional questions or concerns, call our security hotline at 1-800-944-8596.

Sincerely,

Barbara Lawler, Chief Privacy Officer, Intuit

Activate ProtectMyID Now in Three Easy Steps

1. **Enroll by November 30, 2015.** Your code will not work after this date.
2. **Visit the ProtectMyID Web Site to enroll:** www.protectmyid.com/protect
3. **Provide your activation code:** <insert code(s)>

If you have questions or need an alternative to enrolling online, please call 866-751-1324 and provide engagement number: **# PC96028**

Additional Details Regarding Your 12-month ProtectMyID Membership

- You do not need a credit card to enroll.
- 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 and suspicious activity found on your Experian credit report.
  - **Identity Theft Resolution and ProtectMyID ExtendCARE:** Toll-free access to U.S.-based customer care and a dedicated Identity 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.
    - Identity theft can happen months and even years after personal information has been obtained. 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*:** 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 877-297-7780.

What you can do to protect your information: Please refer to the last page of this letter to see additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s).

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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.

Additional Actions to Help Reduce Your Chances of Identity Theft

- **PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE**
  An **initial 90-day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should takes steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

Equifax	**Experian**	**TransUnion**
1-800-525-6285	1-888-397-3742	1-800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

- **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE**
  If you are concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a security freeze in place, you will be required to take special steps when applying for any type of credit. This process is also completed through each of the credit reporting companies.

- **ORDER YOUR FREE ANNUAL CREDIT REPORTS**
  Visit www.annualcreditreport.com or call 877-322-8228.

  Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

- **MANAGE YOUR PERSONAL INFORMATION**
  Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

- **USE TOOLS FROM CREDIT PROVIDERS**
  Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

- **OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**
  - Visit http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html.
  - The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.
  - Contact the North Carolina Attorney General's Office at ncdoj.gov/Consumer.aspx, 1-877-566-7226, or 9001 Mail Service Center, Raleigh, NC 27699-9001.
  - Contact the Maryland Office of the Attorney General at http://www.oag.state.md.us/idtheft/index.htm, 410-576-6491, idtheft@oag.state.md.us, or 200 St. Paul Place, 16th Floor, Baltimore, MD 21202.