



ROB BULES  
VICE PRESIDENT, SALES & MARKETING, UNITED STATES & CANADA

January 6, 2015

[Employee First and Last Name]  
[Street Address]  
[City, State Zip Code]

Dear [First and Last Name],

Libbey Inc. understands the importance of protecting personal information. We are writing to inform you about a recent incident involving your information.

In connection with our efforts to comply with the Foreign Account Tax Compliance Act, our credit department created a spreadsheet identifying the distributor sales representatives who receive spiff payments from Libbey, but from whom Libbey had not yet received the required W-8 or W-9 form. The spreadsheet listed your name, address, and Social Security number. The spreadsheet was sent internally to Libbey sales personnel so they could contact the distributors with whom they work in order to request the necessary forms from those individuals. We learned on December 17, 2014, however, that the spreadsheet was sent by e-mail, outside our organization, to two of our distributors. One of the distributors immediately notified us that they had received it; we then contacted both distributors and requested and confirmed they had deleted the spreadsheet. We also notified the Libbey sales personnel who received the spreadsheet that they should not use it and confirmed they all deleted the file. We received confirmation from all persons to whom the spreadsheet was sent that the spreadsheet was deleted.

We have not received any reports of misuse, but out of an abundance of caution we wanted to notify you of this incident so that you can take appropriate steps to protect yourself. We are offering you a complimentary one-year membership to Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID® Alert is free to you, and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on ProtectMyID® Alert and instructions on how to activate your complimentary one-year membership, please see the included instructions in this letter.**

If you choose not to take advantage of this free credit monitoring service, we still recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your financial statements for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-

[Employee Name]

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877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740256, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-525-6285

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

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

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office in your home state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You may also wish to contact your local law enforcement authorities and file a police report. If you do so, you may wish to obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.ftc.gov](http://www.ftc.gov)  
1-877-438-4338

We regret any inconvenience this incident may cause you. We want to assure you that we are committed to the security of personal information and are taking this matter quite seriously. We reviewed our practices, policies, and procedures and are implementing enhanced measures to prevent this from happening again. If you have any questions regarding this incident, please call 888.277.6702, Monday through Friday, 9 a.m. to 5 p.m. ET.

Sincerely,

Rob Bules

## Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: **3/31/15** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Web Site** to enroll: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)
3. PROVIDE Your Activation Code: **[code]**

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide engagement #: **PC91167**.

### 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.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-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.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE<sup>™</sup>, 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 877-371-7902.

\* 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.