April 15, 2016

Dear [redacted]

Recently, ProSchools was one of more than 3,000 companies victimized by a malicious software attack on its e-commerce system.

Within 24 hours of spotting the attack, we began work with our e-commerce provider and website hosting provider to block the attack and implement additional security measures. We also reviewed the details of the malicious attack and performed remediation steps that were reviewed by Sikich, a national cybersecurity response firm. After a thorough study of online transactions, we concluded credit card data and other personal information from some of our customers may have been compromised.

If you accessed ProSchools.com between February 4, 2016 and March 16, 2016, the malicious software (also known as "malware" or "script") that attacked our system may have tried to copy your name, mailing address, email address, phone number and credit card information (including CVV number).

So, please check your payment card statements. If you see suspicious charges during this time period, contact your card issuer immediately. If credit card theft victims report fraudulent charges promptly, issuing banks usually don't hold them liable.

To help assure your personal information stays safe, we have retained the services of Core ID Services, a U.S. based specialist in Identity Theft Protection and Fully Managed Recovery services. While Core ID has been notified of your enrollment, you will need to follow a few simple steps noted in the enclosed Core ID letter so that you can activate this valuable service and access your account immediately. In the meantime, if you have questions for Core ID, they can be reached directly at: customerservice@coreidservices.com, 1-866-384-7059 or you can register, activate and communicate online at www.MyCoreID.com/account/register.

We value your business, respect the privacy of your information and apologize sincerely for any inconvenience. But mostly, we want to alert you to this attack on our company and ask you to watch your credit cards for suspicious transactions. Nearly one in four Americans say their credit cards were stolen in 2015, and we urge you to stay diligent.

Case # [redacted]

With that in mind, here is additional advice from the website at the U.S. Consumer Financial Protection Bureau:

> *If you believe you are a victim of identity theft, you should contact one of the consumer reporting agencies listed below to place a fraud alert on your credit report. You only need to contact one of the three credit reporting companies to place an alert.*
>
> - *TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790*
> - *Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241*
> - *Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9554, Allen, TX 75013*
>
> *For more details on the steps to take if you are a victim of identity theft, visit the Federal Trade Commission's Identity Theft website at http://www.ftc.gov/bcp/edu/microsites/idtheft/.*

Finally, please do not hesitate to contact our support group directly at ProSchools Customer Support *1-800-299-7812*. A dedicated team will be there to assist you with any questions you may have.

I apologize again for any inconvenience.

Sincerely,

Michael McNulty
Vice President, Client Services

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