



8123 S Hardy Drive  
Tempe AZ 85284

April 30, 2013

Dear [REDACTED]:

We are contacting you because we have learned of a data security incident involving some of your personal information.

Revana, Inc. provides customer services to Toshiba America Information Systems, Inc. (ToshibaDirect.com). We have learned that some of our customer service representatives improperly saved the personal information of Toshiba customers, including yours, in violation of company policies. This information consisted of names, addresses, credit card account numbers, credit card expiration dates and CVVs (card security codes). In some instances, the information saved included telephone numbers and email addresses.

We discovered this issue on April 8, 2013, when we detected that one of our representatives saved some of this personal information outside of our secure network. We initiated a careful and thorough investigation into this incident. This investigation revealed that this representative and another representative had been improperly storing personal information on our computers from August 2012 until the incident was discovered.

We are working with Toshiba to enhance our security measures so that they are consistent with Toshiba's and our standards. The representatives involved have been disciplined, the computers they used searched and the improperly stored data removed.

Determining the potential risk to Toshiba's customers has been our top priority. While our investigation is ongoing, we are notifying you so you may take steps to protect yourself. As a first step in protecting yourself, we recommend that you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution.

As a second step, you may also want to contact the three U.S. credit reporting agencies (Equifax, Experian and TransUnion) to obtain a free credit report from each and possibly to place a "fraud alert" on your credit file. A "fraud alert" lets the creditors know that they should contact you before they open a new account in your name. A "fraud alert" will stay on your account for 90 days. After that, you can renew the alert for an additional 90 days by calling any of the three agencies.

Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740256, Atlanta, GA 30374-0241  
Experian: 1-888-397-3742; [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013  
TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); P.O. Box 6790, Fullerton, CA 92834-6790

When you receive your credit report, look it over carefully. Look for accounts you did not open or inquiries from creditors that you did not initiate. Make sure your personal information, such as address, employment or social security number, is accurate. If you see anything you do not understand, call the credit agency telephone number on the report.

Even if you do not find any signs of fraud on your reports, the Federal Trade Commission (“FTC”) recommends that you check your credit report periodically. Personal information may be held for use at a later time. The law allows you to order a free credit report from each agency every 12 months. You may order one, two or all three reports at the same time, or stagger them during a 12 month period to keep an eye on the accuracy of the information in your reports.

You can contact the FTC at 1-877-FTC-HELP (1-877-382-4357) or by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC website has a special section on identity theft that offers helpful information. That site is <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

We understand that you trust Toshiba with your personal information. We take this responsibility seriously and have set short deadlines to improve our security procedures and retrain our personnel on the importance of protecting the data of Toshiba’s customers.

Please accept our heartfelt apology for any inconvenience this incident causes you. If you have further questions or concerns, please contact us at this special telephone number: 877-880-6809.

Sincerely,

Revana