



XXXX, 2023

Customer
Address
Address 2
City, State Zip

Re: Notice of Data Breach

Dear [First & Last Name],

We recently learned of an incident at Welding Supplies from IOC, subsidiary of Indiana Oxygen Company (IOC), which may have involved some of your personal information. While we are unaware of any actual or attempted misuse of your information relating to this incident, we want to provide you with details regarding the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it is appropriate to do so.

What Happened

IOC maintains an eCommerce platform to process credit card payments from customers. On the morning of February 27, 2023, IOC identified malicious code that had been injected within the eCommerce platform. The code allowed unauthorized access to consumer payment information and other personal information, IOC worked with law enforcement to find and completely remove the code that same day. We have determined that any exposure of your information may have occurred between September 28, 2022 and February 27, 2023. IOC has been working together with cybersecurity and forensic specialists to investigate this incident and to ensure the ongoing security of its systems. At this time, there is no information or proof that your personal information was accessed or misused due to this incident.

What Information Was Involved

Although IOC is unaware of any actual or attempted misuse of your information, it is providing this notification in an abundance of caution. Potentially impacted information relating to you includes: first and last name, credit card billing address, shipping address, email address, telephone number, credit card or debit card information.

What We Are Doing

IOC takes the protection of your personal information seriously and is taking steps to prevent a similar occurrence. After learning of the incident, IOC promptly took (and continues to take) action to assess, contain, investigate, and remedy the situation. To help ensure that a similar incident does not occur in the future we have taken steps to enhance our existing information technology procedures and are switching

eCommerce platforms to a more secure platform. We continue to work with cybersecurity and forensic specialists to investigate the incident and protect our current operations.

What You Can Do

While IOC is unaware of any actual or attempted misuse of any information as a result of this incident, we nonetheless encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity.

Additionally, under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus: Equifax, Experian, and TransUnion. To order your free credit report visit www.annualcreditreport.com or call toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. You should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert	Experian Fraud Alert	TransUnion Fraud Alert

P.O. Box 105069 Atlanta, GA 30348-5069	P.O. Box 9554 Allen, TX 75013	P.O. Box 2000 Chester, PA 19016
Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094

More Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. In order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.

North Carolina and Maryland residents can find their specific state Attorney General contact information below:

North Carolina. The North Carolina Attorney General's Office Consumer Protection Division can be reached at 9001 Mail Service Center Raleigh, NC 27699-9001; www.ncdoj.gov; 877-566-7226 (Toll-free within North Carolina); and 919-716-6000.

Maryland. The Maryland Attorney General's Office can be reached at 200 St. Paul Place, Baltimore, MD 21202; <https://www.marylandattorneygeneral.gov/>; Consumer Hotline: 410-528-8662; 410-230-1712 (En español); 888-743-0023 (Toll-free); and Consumer@oag.state.md.us.

For More Information

If you have further questions or concerns about this incident, you may contact us at the information provided below.

We sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

Anne Hayes
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