

**Domestic (from [websecurity@totalphase.com](mailto:websecurity@totalphase.com)):**

Total Phase is writing to inform you of a recent incident affecting the security of your personal information when you placed an order on Total Phase's website. We value your privacy and deeply regret that this incident occurred.

**What Happened?**

On May 29, 2018, Total Phase discovered that it had been the victim of a cyber attack. Cyber attackers installed unauthorized code on our website to harvest information from customers' web browsers during the checkout process on Total Phase's website.

When Total Phase learned of this breach, we promptly halted access to our website. All instances of the unauthorized code were removed and a security audit was performed to verify the integrity of our servers.

The attack affected customers who placed orders or entered information on Total Phase's online store checkout pages from March 2 through May 29. You are receiving this notice because you successfully placed an order or attempted to place an order during the affected timeframe.

**What Information Was Involved?**

The attack involved the capture of information from customers' web browsers during the checkout process on Total Phase's online e-commerce site. The potentially compromised data is limited to information entered on the checkout pages of Total Phase's online store.

This information included your name, billing and shipping addresses, credit card number, expiration date and CVV, company name, and phone number. Your Total Phase username and password may also have been compromised if they were entered on the checkout page during the impacted time period.

There is no evidence that the attackers gained access to data stored in any Total Phase database. Total Phase does not store customer credit card information. Therefore, credit card information that was not used in the checkout process during the impacted time period would not have been disclosed.

**What Are We Doing?**

We have identified the cause of the incident and are investing in our systems and security processes to prevent another incident from occurring.

As a precautionary measure, we have reset the password of your Total Phase account. You will need to generate a new password by clicking on the "Forgot your password?" link on the login page.

We also want to ensure that you have resources to protect your personal information. Total Phase is working with Experian to provide you with a one-year membership to a fraud resolution service at no cost to you. For more details, please see the information below.

**What You Can Do**

As mentioned above, you can sign up for one year of identity protection service at no cost by following the instructions in this letter. We also recommend that you monitor your credit card statements for

suspicious activity. In addition, we have provided more information below on measures that you may want to take to protect your identity.

### **For More Information**

Maintaining the integrity of our customers' personal information is extremely important to us. We sincerely apologize for any inconvenience that this incident has caused and are committed to keeping you informed of any important developments in the investigation.

Your activation code is {from list}. If you have any questions, please do not hesitate to contact us by email at [websecurity@totalphase.com](mailto:websecurity@totalphase.com).

Sincerely,

Gil Ben-Dov  
CEO, Total Phase  
[www.totalphase.com](http://www.totalphase.com)

## **Enrolling in Experian IdentityWorks**

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this offer is available to you for **one-year** from the date of this letter and does not require any action on your part at this time.

The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks<sup>SM</sup> as a complimentary **one-year** membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: September 30, 2018** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/3bcredit>
- Provide your **activation code: {from list}**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by **[enrollment end date]**. Be prepared to provide the engagement number, DB07226, as proof of eligibility for the identity restoration services by Experian.

## **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

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