

[Date]  
[First Name Last Name]  
[Address]  
[City, State Zip]

RE: Incident Notification

Dear [First Name],

This letter is in regard to an incident that Optoma experienced involving the security of your personal data on its systems. We sincerely regret to inform you that on June 26, 2018, Optoma confirmed access to some of its customer data by an unauthorized individual. The unauthorized access resulted in the viewing or theft of the personal data of some customers that purchased products on Optoma's webstore (shop.optomausa.com), including credit card data. Once aware of the issue, Optoma quickly took steps to eliminate the threat of further unauthorized access, safeguard the information in its possession and conducted a forensics investigation to determine the scope of the incident. Optoma is providing this letter to you to provide you information about the incident and what you can do to remain vigilant and protect your information.

### ***What Happened***

On June 26, 2018, after an external forensics investigation, Optoma confirmed an unauthorized individual gained access to the company's online product order system, and viewed or stole a subset of customer payment records for purchases made on shop.optomausa.com. According to the investigation, the unauthorized access took place sometime between April 6 and April 12, 2018.

### ***What Information Was Involved***

The accessed database stored customer personal data including:

- Payment information, including credit card numbers, security code and date of card expiration
- First and last name
- Mailing address
- Email address
- Telephone number

The investigation confirmed that your personal data may have been included in the customer data viewed or taken from the company's system.

### ***What We Did and What We Are Doing***

In response, the company quickly pulled its affected systems offline and took other steps to remove the threat to customer information. The company secured all data in its possession and conducted a thorough investigation of the incident, to include contracting with an outside forensics firm to identify the root cause of the incident, the scope of the incident, review Optoma's mitigation steps, and provide additional recommended remediation steps. Optoma also alerted its credit card processing company and the credit card brands in accordance with Payment Card Industry Data Security Standards (PCI-DSS). The company has taken steps to address the root cause of this incident and improve its information security practices to better protect against a recurrence of this type of incident in the future.

### ***What You Can Do***

We highly recommend you review all credit card statements for activity on any credit cards you may have used on the Optoma store website. Remain vigilant and report any fraudulent activity to your card-issuing bank or card

issuer as soon as possible. Regardless if you note any fraudulent activity on your card statement, we still recommend you contact your card-issuing bank and request a replacement card.

If you have concerns about identity theft, you can contact local law enforcement and file a police report, as well as the Federal Trade Commission or one of the credit bureaus for more information about how to protect your identity.

*For More Information:*

You can place an identity theft/fraud alert, get credit freeze information for your state, or order a free credit report by calling any of the following credit reporting agencies at one of the phone numbers listed below or visiting their respective websites. In some cases, fees may apply.

Equifax - 1-888-766-0008  
P.O. Box 740256  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

Experian - 1-888-397-3742  
P.O. Box 4500  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

Trans Union - 1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

Under state law, a security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you a fee to place, temporarily lift, or permanently remove a security freeze.

To place a security, freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies listed above.

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
  2. Social Security Number;
  3. Date of birth;
  4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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.)
  7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
  8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.
- The credit reporting agencies have three (3) business days after receiving your request to place a security

freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

The Federal Trade Commission (FTC) provides more information about how to protect your identity at either <https://www.ftc.gov/> or <https://www.identitytheft.gov/>. You may also find additional information on any applicable rights under the Fair Credit Reporting Act. You can also contact the FTC by using the information below.

Federal Trade Commission - 1-202-326-2222  
Bureau of Consumer Protection  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

Again, we sincerely regret that this incident has occurred. If you have any questions, please contact us at:

Contact: Optoma Security Department  
Email: [Securityinfo@Optoma.com](mailto:Securityinfo@Optoma.com)  
Telephone: 888-967-8662  
Address: Optoma Technology, Inc.  
47697 Westinghouse Drive, Suite 100  
Fremont, CA 94539

Sincerely,

Optoma Technology, Inc.