

Company Logo

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Name 1>>
<<Name 2>>
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<<Address 5>>
<<City>><<State>><<Zip>> <<Date>>
<<Country>>

NOTICE OF DATA BREACH

Dear <<Name 1>>:

Care.com, Inc. respects the privacy of your information, which is why we are writing to tell you about a data security incident that may have exposed some of your personal information. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the data security incident.

What Happened

On January 28, 2019, we became aware that we were the victim of a single e-mail account compromise by unauthorized user(s). Specifically, our team was informed of an unauthorized e-mail campaign involving an employee’s e-mail account, which was quickly isolated and locked down by our IT team.

As a result of this incident, we engaged an industry-leading forensic investigation cybersecurity firm to investigate the nature and circumstances of the compromise. The investigation revealed that unauthorized user(s) gained access to the subject e-mail account between January 26 and 28, 2019. Based upon the type of Internet connection protocol utilized by the unauthorized user(s), it is possible the unauthorized user(s) were capable of accessing and acquiring the entire contents of the e-mail account, although we have no evidence that this occurred.

Due to the forensic investigation firm’s findings, we retained an additional forensic firm to review all available data within the e-mail account, which, after addition of contact information, was completed on April 8, 2019, and revealed some e-mails and attachments contained personally identifiable information. While we have no knowledge that any of your personally identifiable information was accessed or acquired by an unauthorized individual, we have decided to provide notice to you proactively to ensure you can protect yourself.

What Information Was Involved

As a result of this security incident, an unauthorized individual may have accessed or acquired some of your personal information, which may have included your first and last name and Social Security number.

We are notifying you so you can take appropriate steps to protect your personally identifiable information.

What We Are Doing

To help relieve concerns following this incident, we have secured Equifax to provide identity monitoring at no cost to you for one year. Equifax, as a credit bureau with over a billion updates to data sets daily, functions as a first point of contact for credit related issues, which allows it to efficiently furnish timely notification to individuals enrolled in its identity monitoring product.

Visit www.myservices.equifax.com/gold to activate and take advantage of your identity monitoring product.

You have until July 31, 2019 to activate your identity monitoring product.

Equifax Credit Watch Gold Activation Code Number: <INSERT ACTIVATION CODE>

Additional information describing this product is included with this letter. We encourage you to review the description and to consider enrolling in this product.

What Else Can I Do To Protect My Information

We recommend that you remain vigilant, review your relevant account statements, and monitor your credit reports for suspicious activity. Some state laws advise you to report any suspected identity theft to law enforcement, your state's Attorney General, and the Federal Trade Commission. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report:

Equifax

P.O. Box 740241
Atlanta, Georgia 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9554
Allen, Texas 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-680-7289
www.transunion.com

Fraud Alerts: At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. This can be done by contacting the credit bureaus by phone and also via Experian's or Equifax's or Transunion's websites. Once you place a fraud alert at one credit bureau, that bureau is required to notify the other two and have alerts placed on your behalf. Note, however, that because the alert tells creditors to follow certain procedures to protect you, it may also delay your efforts to obtain credit while the agency verifies your identity.

If you wish to place a fraud alert, contact any one of the credit bureaus using the contact information below:

Equifax Fraud Alert

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008
www.equifax.com/personal/credit-report-services

Experian Fraud Alert

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion Fraud Alert

P.O. Box 2000
Chester, PA 19106
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Security Freezes: You have the right to place a security freeze on your credit report. A security freeze is intended to prohibit 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. To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail in order for the freeze to be effective. In order to request a security freeze, you will need to provide the following information: (1) full name (including middle initial and any suffixes); (2) Social Security number; (3) date of birth; (4) current address and previous addresses for the past five years; (5) proof of current address, such as a current utility bill, bank statement, or insurance statement; (6) a legible photocopy of a government issued identification card (state driver's license, military identification, etc.); (7) Social Security Card, pay stub, or W2; and (8) any applicable incident report or complaint with a law enforcement agency. 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 up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

You may obtain a security freeze from each of the three credit bureaus by written request, through the telephone, or by accessing their websites, using the contact information below:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960
www.equifax.com/personal/credit-report-services

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com/credit-freeze

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their websites, or by phone (using the contact information above). You must provide proper identification (including 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. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) 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 make a request to each of the credit reporting agencies by mail, through their websites, or by phone (using the contact information above). You must provide 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 between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit www.identitytheft.gov or call 1-877-ID-THEFT (877-438-4338). IdentityTheft.gov is the federal government's one-stop resource for identity theft victims. The site provides streamlined checklists and sample letters to guide you through the recovery process.

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and the Attorney General's office in your state. You can also obtain information from these sources about additional methods to prevent identity theft, and you can obtain information from the Federal Trade Commission and the consumer reporting agencies for more information regarding fraud alerts and security freezes. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
1-877-438-4338
www.ftc.gov/idtheft

For California residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may contact the Attorney General to enroll in the identity theft registry by calling the Identity Theft Hotline 1-888-880-0240, or visit <https://oag.ca.gov/idtheft/criminal>.

For Colorado residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may contact the Attorney General by calling 1-855-443-3489, or visit <https://www.stopfraudcolorado.gov/fraud-center/identity-theft.html>.

For Missouri residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may contact the Attorney General by calling 1-800-392-8222, or visit <https://ago.mo.gov/civil-division/consumer/identity-theft-data-security/data-breaches>.

For New Hampshire residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may contact the Attorney General by calling 1-888-468-4454, or visit <https://www.doj.nh.gov/consumer/identity-theft/index.htm>.

For New Jersey residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may contact the New Jersey Cybersecurity & Communications Integration Cell by calling 1-609-963-6900 ext. 7865, or visit <https://www.cyber.nj.gov/contact>.

For Ohio residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may contact the Attorney General by calling 1-800-282-0515, or visit www.ohioattorneygeneral.gov.

For Texas residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may visit the Attorney General's website for assistance at <https://www2.texasattorneygeneral.gov/identitytheft/if-you-become-a-victim>.

For Vermont residents: If you have been the victim of identity theft or believe your personal or financial information may have been compromised, you may contact the Attorney General by calling 1-800-649-2424, or visit <https://ago.vermont.gov/consumer-information/>.

For More Information

For further information, please call [REDACTED]. We take the protection of your personal information very seriously and apologize for any inconvenience.

Sincerely,

Signature Image

Signatory Name
Signatory Title