

Toyota and Lexus Financial Services
6565 Headquarters Drive, Mailstop W2-5D
Plano, TX 75024

[DATE]

[NAME]
[ADDRESS]

Dear [NAME]:

We are writing to notify you, out of an abundance of caution, that as a result of an inadvertent incident involving one of our third party vendors, some of your personal information may have been exposed to unauthorized third parties. Specifically, it appears that the vendor that manages Toyota and Lexus Financial Services' online billing statement portal inadvertently made certain billing statements viewable to other customers for a short period of time. The incident was limited to the time period from approximately May 24-28, 2019. The personal information that was involved in the incident may have included your name, address, and account number. While we cannot confirm that your billing statement was actually accessed or viewed by an unauthorized third party, we wanted to notify you out of an abundance of caution.

Toyota and Lexus Financial Services takes this matter very seriously and apologizes for any inconvenience caused. Upon learning of the incident, we immediately began working with the vendor to investigate the extent of the incident, and we successfully ended the exposure the very same day. We are working to ensure that the vendor deploys additional security procedures to prevent future incidents.

We are offering you identity theft prevention and mitigation services at no cost for a period of 12 months. To activate those services, please go to <https://www.experianidworks.com/3bplus> and provide the following individualized activation code [_____] and Engagement Number: DB12926. Enrollment ends on June 4, 2020.

Below is a checklist of suggestions of how you can best protect yourself.

1. **Review your bank, credit card and debit card account statements** over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union.
2. **Monitor your credit reports** with the major credit reporting agencies.

Equifax

1-800-685-1111
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

Experian

1-888-397-3742
P.O. Box 2104
Allen, TX 75013
www.experian.com

TransUnion

1-800-916-8800
P.O. Box 2000
Chester, PA 19022
www.transunion.com

Under Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months. Call the credit reporting agency at the telephone number on the report if you find:

- Accounts you did not open.
- Inquiries from creditors that you did not initiate.
- Inaccurate personal information, such as home address and Social Security number.

3. If you do find suspicious activity on your credit reports or other account statements, call your local police or sheriff's office and **file a report of identity theft**. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records, and also to access some services that are free to identity theft victims.
4. If you find suspicious activity on your credit reports or on your other account statements, **consider placing a fraud alert** on your credit files so creditors will contact you before opening new accounts. Call any one of the three credit reporting agencies at the numbers below to place fraud alerts with all of the agencies.

Equifax
888-766-0008

Experian
888-397-3742

TransUnion
800-680-7289

5. You may also get information about **security freezes** by contacting the credit bureaus at the following addresses:

Equifax:

https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp

Experian:

<https://www.experian.com/freeze/center.html>

Transunion:

<https://www.transunion.com/credit-freeze>

If you do not have Internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

6. Even if you do not find suspicious activity on your credit report or your other account statements, it is important to **check your credit report** for the next two years. Just call one of the numbers in paragraph 2 above to order your reports or to keep a fraud alert in place.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is available on the Vermont Attorney General's website at <http://ago.vermont.gov/>. Another helpful source is the Federal Trade Commission website, available at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

We have established a confidential assistance line so you can contact us should you have any questions regarding the incident or the contents of this letter. This confidential assistance line is operational Monday through Friday, 8:00 a.m. to 8:00 p.m. in your local time zone. Please call, toll-free, 866-383-7943.

We remain committed to protecting your personal information. We again sincerely apologize for any inconvenience caused by this incident. We are undertaking measures to further secure your personal information, and are continuously monitoring our processes to prevent similar incidents in the future.

Sincerely,

Toyota and Lexus Financial Services