THE MASTER PAINTERS INSTITUTE®

[Date]

[Name]
[Address]
[City, State, Zip]

Re: Important Security Notification. Please read this entire letter.

Dear [Name],

We are writing to notify you of a data security incident involving our website, www.specifypaint.com ("Site"). You are receiving this notice because our records show that you made a purchase on the Site and you may have been affected by this incident. Please read this notice carefully, as it provides information about the incident, the steps we have taken to secure our systems, and the resources available to you to protect yourself against the unauthorized use of your personal information.

What Happened?

On November 14, 2019, we discovered a vulnerability in the shopping cart function on our Site that allowed an unauthorized user to record information used in the shopping cart. We promptly began efforts to investigate this vulnerability and to stop any further unauthorized access to information. Within 24 hours, we had disabled the shopping cart function, preventing any further access. After undertaking an initial investigation, we concluded that an unauthorized individual or group extracted personal information by executing a vulnerability in the code of the third party used for the shopping cart function. Specifically, this investigation determined that the unauthorized person was able to obtain consumer names, billing addresses, credit/debit card numbers, CVV codes, and expiration dates during the period of March 1, 2019 through November 14, 2019. The incident did not affect any other part of the Site or other information maintained by us. We will continue to review, audit, and improve our security controls and processes to prevent a similar attack in the future.

What Information Was Involved?

For those who made a purchase using the Shopping Cart during the period of the breach, your credit card and billing information may have been exposed. We have been able to identify the specific individuals who made purchases during the breach period and are reaching out to each of them individually. You are receiving this notice because you are one of the individuals who was potentially affected.

What We Are Doing to Protect Your Information

To help protect your identity, we are offering a complimentary credit monitoring service. This product provides you with superior identity detection and resolution of identity theft. To activate

WEBSITES:
www.mpi.net
www.paintinfo.com
www.specifygreen.com
www.specifypaint.com

ADDRESS:
2800 Ingleton Ave.
Burnaby, BC
Canada V5C 6G7

PHONE:
1-604-298-7578
1-888-674-8937

FAX:
1-604-298-7571
1-888-211-8708

THE MASTER PAINTERS INSTITUTE®

your membership and start monitoring your personal information, please contact us at privacy@mpi.net.

What You Can Do

We encourage you to remain vigilant for incidents of fraud and identity theft by carefully reviewing your payment card statement for unauthorized charges and monitoring free credit reports for fraudulent activity. If you suspect an unauthorized charge has been placed on your account, we encourage you to report it to your payment card issuer. According to the payment card brands' policies, you are not responsible for unauthorized charges to your account if you report them in a timely manner. For additional information on identity theft or setting up credit alerts or credit freezes, please review the document enclosed with this letter.

For More Information

Please email us at privacy@mpi.net for more information.

Sincerely,

Cynthia O'Malley
Executive Director, MPI

WEBSITES:
www.mpi.net
www.paintinfo.com
www.specifygreen.com
www.specifypaint.com

ADDRESS:
2800 Ingleton Ave.
Burnaby, BC
Canada V5C 6G7

PHONE:
1-604-298-7578
1-888-674-8937

FAX:
1-604-298-7571
1-888-211-8708

THE MASTER PAINTERS INSTITUTE®

ADDITIONAL RESOURCES, CREDIT ALERTS AND FREEZES

Information about Identity Theft

Federal Trade Commission

The Federal Trade Commission provides information about how to avoid identity theft, including information about placing fraud alerts and security freezes on your credit report.

- Visit: http://www.ftc.gov/idtheft
- Call (toll-free): 1-877-ID-THEFT (1-877-438-4338)
- Write: Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, DC 20580.

You may report suspected identity theft to the Federal Trade Commission.

State Specific Information

You may also report suspected identity theft to law enforcement, including your state attorney general. Some states provide additional information and resources to assist their residents when there is a data security breach.

Information for Iowa Residents

For more information on identity theft, you can contact local law enforcement or the Iowa Attorney General's Office:

Address: Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319
Telephone: 1-515-281-5926
Website: https://www.iowaattorneygeneral.gov/for-consumers/general-consumer-information/identity-theft

Information for Maryland Residents

For more information on identity theft, you can contact the Maryland Attorney General's Office:

Address: 200 St. Paul Place, Baltimore, MD 21202
Telephone: 1-410-576-6491
Website: www.oag.state.md.us/idtheft/index.htm

Information for New York Residents

For more information on identity theft, you can contact the New York Department of State's Division of Consumer Protection:

Address: 99 Washington Avenue, Albany, NY 12231-0001
Telephone: 1-800-697-1220
Website: https://www.dos.ny.gov/consumerprotection/identity_theft/index.htm

Information for North Carolina Residents

For more information on identity theft, you can contact the North Carolina Attorney General's Office:

Address: 9001 Mail Service Center, Raleigh, NC 27699-9001
Telephone: 1-919-716-6400
Fax: 1-919-716-6750
Website: http://www.ncdoj.gov

Information for Oregon Residents

For more information on identity theft, you can contact the Oregon Attorney General's Office:

Address: 1162 Court Street NE, Salem, OR 97301-4096
Telephone: 1-800-877-9392
Email Address: help@oregonconsumer.gov
Website: https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/identity-theft/

Information for Rhode Island Residents

For more information on identity theft, you can contact the Rhode Island Attorney General's Office:

Address: 150 South Main Street, Providence, RI 02903
Telephone: 1-401-271-4400
Email Address: consumers@riag.ri.gov
Website: http://www.riag.ri.gov/ConsumerProtection/About.php

Notice for Residents of Massachusetts and Rhode Island

You have the right to obtain a police report.

Free Annual Credit Reports

You may obtain a free copy of your credit report once every 12 months.

- Visit: http://www.annualcreditreport.com
- Call (toll-free): 1-877-322-8228
- Write: Complete an Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281 (you can print a copy

of the form at http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf).

You also may purchase a copy of your credit report by contacting one of the three national consumer reporting agencies using the information below.

Equifax	Experian	TransUnion
1-800-525-6285	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com
P. O. Box 740241	P. O. Box 9554	2 Baldwin Place
Atlanta, GA 30374-0241	Allen, TX 75013	P.O. Box 1000
		Chester, PA 19022

Fraud Alerts: "Initial Alert" and "Extended Alert"

You can place two types of fraud alerts on your credit report to put your creditors on notice that you may be a victim of fraud: an "Initial Alert" and an "Extended Alert." An Initial Alert stays on your credit report for 12 months. You may ask that an Initial Alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An Extended Alert stays on your credit report for seven years. To obtain the Extended Alert, you must provide proof to the consumer reporting agency (usually in the form of a police report) that you actually have been a victim of identity theft. You have the right to obtain a police report regarding the data security incident. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three consumer reporting agencies provided above.

A potential drawback to activating a fraud alert would occur when you attempt to open a new account. You would need to be available at either your work phone number or home phone number in order to approve opening the new credit account. If you are not available at either of those numbers, the creditor may not open the account. A fraud alert may interfere with or delay your ability to obtain credit.

Fraud alerts will not necessarily prevent someone else from opening an account in your name. A creditor is not required by law to contact you if you have a fraud alert in place. Fraud alerts can legally be ignored by creditors. If you suspect that you are or have already been a victim of identity theft, fraud alerts are only a small part of protecting your credit. You also need to pay close attention to your credit report to make sure that the only credit inquiries or new credit accounts in your file are yours.

To place a fraud alert on your credit report, you may contact all of the three major consumer reporting agencies using the information below that they have published. Consumer reporting agencies will need to verify your identity, which will require providing your Social Security number and other similar information.

TransUnion
P.O. Box 2000

Chester, PA 19022-2000
https://fraud.transunion.com
1-800-680-7289

Equifax
P. O. Box 740241
Atlanta, GA 30374-0241
https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp
1-888-766-0008

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

Placing a fraud alert does not damage your credit or credit score. Additional information may be obtained from www.annualcreditreport.com.

Credit or Security Freeze on Credit File

You have the right to put a credit freeze (also known as a security freeze) on your credit file. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each consumer reporting agency.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may interfere with or delay your ability to obtain credit. To place a security freeze on your credit report, contact the consumer reporting agencies using the information below, and be prepared to provide the following (note that if you are requesting a security freeze for your spouse, this information must be provided for him/her as well):

(1) full name, with middle initial and any suffixes;
(2) Social Security number;
(3) date of birth;
(4) current address and any previous addresses for the past two years; and
(5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles.

The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of between $5.00 and $20.00 to place, lift, and/or remove a freeze, unless you are a victim or suspected victim of identity theft the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft to the consumer reporting agency.

THE MASTER PAINTERS INSTITUTE®

The addresses of consumer reporting agencies to which requests for a security freeze may be sent are:

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
https://freeze.transunion.com

Equifax
Equifax Security Freeze
P.O. Box 105788
Atlanta, Georgia 30348
https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp

Experian
P. O. Box 9532
Allen, TX 75013
https://www.experian.com/freeze/center.html

The consumer 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 to allow a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include:

- proper identification (name, address, and Social Security number);
- the PIN or password provided to you when you placed the security freeze; and
- 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 consumer 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.

WEBSITES:
www.mpi.net
www.paintinfo.com
www.specifygreen.com
www.specifypaint.com

ADDRESS:
2800 Ingleton Ave.
Burnaby, BC
Canada V5C 6G7

PHONE:
1-604-298-7578
1-888-674-8937

FAX:
1-604-298-7571
1-888-211-8708