



<<Date>>

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip Code>>

To Enroll, Please Call:

<<Phone Number>>

Or Visit:

<https://app.myidcare.com/account-creation/protect>

Enrollment Code:

<<Code>>

Subject: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>:

I am writing to inform you of a data security incident that may have affected your personal information. GloryBee Natural Sweeteners, Inc. ("GloryBee"), takes the privacy and security of all information very seriously and we sincerely regret any concern or inconvenience this incident may cause you. That is why we are writing to inform you of this incident, to provide information about steps that you can take to help protect your personal information, and to advise of the resources that we are making available to assist you.

**What Happened?** On August 27, 2020, we learned that your credit card information may have been accessed during an incident involving unauthorized activity in our web store. That unauthorized activity occurred around July 12, 2020, when we learned of suspicious activity occurring in our online store. Upon discovering this activity, we immediately took steps to secure our system. We also immediately took steps to investigate what happened. GloryBee retained and worked with a leading expert forensics firm to investigate whether any purchaser's information had been accessed or acquired without authorization. Our investigation indicated that some payment card information, including yours, may have been exposed as a result of unauthorized activity in the online store.

**What Information Was Involved?** The unauthorized access to our online store potentially compromised payment card information belonging to individuals who made purchases through our online store between July 11 and July 14, 2020. The payment card information that may have been compromised included names, card numbers, expiration dates, and security codes.

**What Are We Doing?** As soon as we discovered the incident, we took the steps described above. In addition, we reported the matter to our payment card brand processor to protect your payment card information and prevent fraudulent activity. We have also reported the incident to the Federal Bureau of Investigation, and will provide whatever cooperation is necessary to hold the perpetrators accountable.

We are also providing you with information about steps that you can take to help protect your personal information and, as an added precaution, we are offering you 12 months of credit monitoring and identity theft restoration services at no cost to you through IDExperts, a leader in risk mitigation and response. These services include credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials, and fully managed identity theft recovery services.

To receive the MyIDCare services offered through IDExperts, you must be over the age of 18, have established credit in the United States, have a Social Security number in your name, and have a United States residential address associated with your credit file. Please note that the deadline to enroll in the MyIDCare services is <<Date>>.

**What Can You Do?** You can follow the recommendations included with this letter to protect your personal information. We recommend that you review your current and past credit and debit card account statements for discrepancies or unusual activity. If you see anything that you do not understand or that looks suspicious, or if you suspect that any fraudulent transactions have taken place, you should call the bank that issued the card immediately.

**For More Information:** Further information about how to help protect your personal information appears on the following page. If you have questions or need assistance, please call IDExperts® at <<Phone Number>> , Monday through Friday from X:XX am – X:XX pm Eastern Standard Time. MyIDCare™ representatives are fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

We take this matter very seriously. We have addressed this issue. Please accept our sincere apologies and know that GloryBee deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

<<Signature Image>>

Brett Gomsrud  
Director of Finance  
GloryBee Natural Sweeteners, Inc.

## Steps You Can Take to Further Protect Your Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800

[www.transunion.com](http://www.transunion.com)

**Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742

[www.experian.com](http://www.experian.com)

**Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-866-349-5191

[www.equifax.com](http://www.equifax.com)

**Free Annual Report**

P.O. Box 105281  
Atlanta, GA 30348  
1-877-322-8228

[annualcreditreport.com](http://annualcreditreport.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade  
Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
consumer.ftc.gov, and  
www.ftc.gov/idtheft  
1-877-438-4338

**Maryland Attorney  
General**

200 St. Paul Place  
Baltimore, MD 21202  
oag.state.md.us  
1-888-743-0023

**North Carolina Attorney  
General**

9001 Mail Service Center  
Raleigh, NC 27699  
ncdoj.gov  
1-877-566-7226

**Rhode Island  
Attorney General**

150 South Main Street  
Providence, RI 02903  
http://www.riag.ri.gov  
401-274-4400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).



### **Recommended Steps to Help Protect Your Information**

- 1. Website and Enrollment.** Go to <https://app.myidcare.com/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your MyIDCare™ membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare™ will be able to assist you.
- 3. Telephone.** Contact MyIDCare™ at <<Phone Number>> to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so you receive a free report from one of the three bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare™, notify them immediately by calling or by logging into the MyIDCare™ website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.