

Simple Solutions Learning, Inc.
24755 Highpoint Road
Beachwood, OH 44122

NOTICE OF DATA BREACH

October __, 2020

Dear [~ Name ~]:

Your business is very valuable to us and, in recognition of the importance of this relationship, we at Simple Solutions Learning, Inc. have always taken precautions to protect the privacy and security of your personal information. Despite having employed such safeguards, however, we have recently become aware of a data security incident that may involve your personal information.

What Happened

On September 2, 2020, Simple Solutions learned that an unauthorized outside party gained access to its website and installed malicious code within the website that was able to access customers' personal information and send that information to an outside email address. We believe the malicious code was operating on the website from at least July 21, 2020, through September 2, 2020.

What Information Was Involved

Simple Solutions does not store personal payment information of its customers like full credit card numbers or security codes; however, we believe that the third party hackers may have had access to personal information of our customers when customers entered payment information into the order form on Simple Solutions' website. Such information may include your name, address, telephone number, email address, and payment information (including credit card numbers, expiration dates and security codes).

What We Are Doing

We immediately began investigating this incident as soon as we became aware of the matter to understand the scope and details of the attack. We have removed the malicious code and implemented additional safeguards to our website to protect our customers' information.

What You Can Do

As a precautionary measure, we have listed steps you can take to help prevent identity theft. As a first step, we recommend you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution. As a second step, you may also want to contact the three U.S. credit-reporting agencies to obtain a free credit report. You can do so by calling 1-877-322-8228 or by logging onto www.annualcreditreport.com. You may

also want to consider placing a security freeze on your credit files. A freeze prevents an unauthorized person from using your personal information to open new accounts or borrow money in your name. Please be aware that if you do place a freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze.

Please see the attached “Information about Identity Theft Prevention” for more information.

For More Information

In the event you have any questions about this event and how it may affect you please reach out to me at (216) 832-5898. We will continue to work to make our systems and your information more secure. We take this event very seriously and regret that it may have affected you in any way.

Sincerely,

Jordan Klimek
President
Simple Solutions Learning, Inc.

Information about Identity Theft Prevention

It is recommended that you remain vigilant for any incidents of fraud or identity theft by regularly reviewing credit card account statements, financial statements, and your credit report for unauthorized activity. You may obtain a free copy of your credit report every twelve months from the Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281, 1-877-322-8228, or by accessing the website at www.annualcreditreport.com.

You can obtain information from the consumer reporting agencies, the **Federal Trade Commission (FTC)**, or your state Attorney General about steps you can take to prevent identity theft. You may report suspected identity theft to local law enforcement, the FTC, or your Attorney General. The FTC may be contacted at 1-877-438-4338, or at www.identitytheft.gov.

Fraud Alerts: There are also two types of fraud alerts that you can place 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. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national consumer reporting agencies listed below.

Equifax: 1-800-525-6285, www.equifax.com

Experian: 1-888-397-3742, www.experian.com

TransUnion: 1-800-680-7289, www.transunion.com

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting agency. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting agency.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major consumer reporting agencies as specified below to find out more information:

Equifax: P.O. Box 105788, Atlanta, GA 30348,

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

Experian: Experian Security Freeze, P.O. Box 9554, Allen, TX 75013,

http://www.experian.com/consumer/security_freeze.html

TransUnion: P.O. Box 2000, Chester, PA, 19016,

<https://freeze.transunion.com>

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national consumer reporting agencies listed above.