



[DATE]

[INDIVIDUAL NAME]

[ADDRESS LINE 1]

[ADDRESS LINE 2]

Dear [INDIVIDUAL NAME]:

TransUnion is writing to let you know that one of our former customers, Bodies of America, LLC, a medical spa services provider based in Florida, may have acquired information about you for a purpose not authorized by their contract.

In the course of assisting law enforcement with an investigation, we learned that this former customer used one of our products to acquire certain information about you sometime between February 22, 2017, and August 27, 2018. Information acquired may include your name, address or other contact information, date of birth, social security number and/or driver's license number. They did not have access to any credit or other account information.

The product Bodies of America used is designed to help businesses and law enforcement agencies verify identities and support billing and collection activities, and was made available by a TransUnion subsidiary called TransUnion Risk and Alternative Data Solutions, Inc. We have suspended Bodies of America's access to this product.

We were unable to notify you sooner because of the ongoing investigation but we want you to be aware of and have the tools to help protect your identity. The best way to protect yourself is to be informed – monitor your credit and be alert to any unauthorized new or existing credit activity. To help you control access, we recommend you consider one or all of the following:

- Review your free credit report
- Sign up for a year of free credit monitoring via *myTruIdentity*
- Add a fraud alert to your file
- Freeze access to your credit

Detail on how to access these services is below. If you have any questions about this issue, please contact TransUnion's customer support line at 800-916-8800 anytime between 8 a.m. and 11 p.m. Eastern Time Monday through Friday.

We take the security of your information very seriously and are committed to doing everything possible to protect your information.

Sincerely,

TransUnion Consumer Relations

## FREE CREDIT REPORT

Under federal law, you are entitled to one free credit report once every 12 months from each of the three credit reporting companies. Call 1-877-322-8228 or make a request online at [www.annualcreditreport.com](http://www.annualcreditreport.com).

## FREE CREDIT MONITORING

To help you protect your identity, we are offering you one year of free credit monitoring services via “myTrueIdentity” from TransUnion Interactive. Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. This service will alert you if critical changes occur on your TransUnion credit file, including fraud alerts, new inquiries, new accounts, new public records, late payments, or changes of address, over the next 12 months. The service also includes up to \$1,000,000 in identity theft insurance with no deductible for the duration of your enrollment. Certain policy limitations and exclusions may apply.

To enroll in this free service, go to the myTrueIdentity website at [www.mytrueidentity.com](http://www.mytrueidentity.com) and in the space referenced as “Enter Activation Code,” enter the following 12-letter Activation Code **FBDCKJDBPPXB** and follow the steps to receive your credit monitoring service online within minutes.

If you have questions, please call TransUnion toll-free at 1-855-288-5422, Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time. When prompted, please enter the following 6-digit telephone pass-code: **697927**. You can sign up for the free online or offline credit monitoring service anytime between now and **January 31, 2019**.

## FRAUD ALERT

Whether or not you enroll in credit monitoring, we recommend that you place a Fraud Alert on your credit file. When a Fraud Alert is in place, people who obtain your credit report will be instructed to verify your identification in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. Contact any one of the three nationwide credit reporting companies listed below to place your fraud alert. As soon as the credit reporting company confirms your fraud alert, they will forward your request to the other two nationwide companies so you do not need to contact each of them separately.

Equifax  
PO Box 740256 Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

TransUnion  
PO Box 2000 Chester, PA 19016  
[www.transunion.com/fraud](http://www.transunion.com/fraud)  
1-800-680-7289

Experian  
PO Box 9554 Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

## CREDIT FREEZE

You can request a free credit freeze on your credit file by contacting each of the three nationwide credit reporting companies via the channels outlined below. When a credit freeze is added to your credit report, third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. A credit freeze can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit.

Equifax  
PO Box 740256 Atlanta, GA 30374  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
1-800-685-1111

TransUnion  
PO Box 2000 Chester, PA 19016  
[www.transunion.com/freeze](http://www.transunion.com/freeze)  
1-800-680-7289

Experian Security Freeze  
PO Box 9554 Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
1-888-397-3742