

June 26, 2020

Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301

RE: Notice Concerning Security Breach

To Whom It May Concern:

We are writing to notify you that FEDITC, LLC discovered that personal information belonging to one (1) resident of your state may have been accessed or acquired without authorization during a security incident.

On January 6, 2020, FEDITC was contacted by the U.S. Secret Service (“Secret Service”), which claimed that a FEDITC laptop was in possession of an individual who did not have authorization to have it or access the information on it. Based on limited information shared with FEDITC by the Secret Service and FEDITC’s internal investigation, FEDITC determined that, to the best of its knowledge, the laptop contained the personal information of FEDITC employees who were employed from 2015-2017.

FEDITC moved quickly to provide potentially affected employees with informal notification on January 15, 2020. FEDITC also began an investigation to try to determine what happened and what personal information may have been affected with greater certainty. We plan to notify all potentially affected individuals on June 29, 2020. From the time FEDITC was first notified, it has worked to implement additional security measures to help protect its systems from future unauthorized users.

Name, Social Security Number, and date of birth may have been disclosed as a result of this security incident. Out of an abundance of caution, written notice will be sent to the most recent address for the resident of your state. Enclosed is a copy of one of the notices that will be provided to the affected resident.

ATTN: Security Breach Notification

June 26, 2020

Page 2

Please be assured that we are taking this matter very seriously. Please do not hesitate to contact the undersigned if you have any questions or require any further information.

Sincerely,

Davis Wright Tremaine LLP

A handwritten signature in black ink, appearing to read 'AR', with a stylized flourish extending from the top right.

Alexander Reynolds

Counsel to FEDITC LLC



FEDITC LLC 4415 Piedras Dr. W. Suite 100,
San Antonio, Texas 78228

06/29/2020

FEDITC, LLC

4415 Piedras Dr. W, Suite 100
San Antonio, Texas 78228

NOTICE OF DATA BREACH

Dear <<FIRST NAME>> <<LAST NAME>>;,

We are writing to notify you that FEDITC, LLC has experienced a security incident that involves your personal information. This is a formal notification of the incident; you may have already received a notification from us that we sent as a preventative measure. Possibly affected employees would have been employed by FEDITC during the period of 2015 to 2017.

What Happened? An unauthorized individual acquired a FEDITC laptop containing personal information of FEDITC employees who were employed from 2015 - 2017. FEDITC was alerted to that unauthorized acquisition on January 6, 2020, at which time it began an investigation to determine who may have been affected. FEDITC is reaching out to you because we have determined that your personal information may have been on that laptop and therefore potentially accessed by the unauthorized individual.

What Information Was Involved? The affected personal information may have included your name, Social Security Number and date of birth.

What Are We Doing? In response to these events, we hired a reputable third-party service provider to help with investigation and remediation of the incident and to mitigate the possibility of future incidents. We also sent preliminary notifications to individuals who may have been affected according to our preliminary investigation.

We have arranged to have NortonLifeLock protect your identity for 12 months at no cost to you. Please see the following page to learn more about how to take advantage of this offer.

What Can You Do? Please review the "Further Steps and Contact List" information on the reverse side of this letter which identifies additional steps to take to protect your information. If you have additional questions or concerns about this incident, please call Mrs. Holly Wood, Facility Security Officer, at 210-610-3904.

We take all privacy and security incidents seriously. We deeply regret any inconvenience this may cause you and thank you for your understanding. We will **NOT** send you any electronic communications regarding this incident and ask you to disclose any personal information.

Contact: FEDITC, LLC Holly Wood, Facility Security Officer
(T) (210) 610-3904 or (F) (210) 946-6101 security@feditc.com



FEDITC LLC 4415 Piedras Dr. W. Suite 100,
San Antonio, Texas 78228

Dear <<FIRST NAME>> <<LAST NAME>>:

FEDITC, LLC has retained **NortonLifeLock** to provide one year of complimentary **LifeLock Defender™ Choice** identity theft protection.

To activate your membership online and get protection at no cost to you:

1. In your web browser, go directly to **www.LifeLock.com**. Click on the yellow **“START MEMBERSHIP”** button (*do not attempt registration from a link presented by a search engine*).
2. You will be taken to another page where, below the FOUR protection plan boxes, you may enter the **Promo Code:** [REDACTED] and click the **“APPLY”** button.
3. On the next screen, enter your **Member ID:** <<MEMBER ID>> and click the **“APPLY”** button.
4. Your complimentary offer is presented. Click the red **“START YOUR MEMBERSHIP”** button.
5. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

Alternatively, to activate your membership over the phone, please call: 1-800-899-0180

You will have until September 30, 2020 to enroll in this service.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your **LifeLock Defender™ Choice** membership includes:

- ✓ Primary Identity Alert System[†]
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring^{**}
- ✓ Norton™ Security Deluxe² (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000^{†††}
- ✓ Personal Expense Compensation up to \$25,000^{†††}
- ✓ Coverage for Lawyers and Experts up to \$1 million^{†††}
- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring^{1**}
- ✓ Annual One-Bureau Credit Report & Credit Score^{1**}

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

¹ If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. **IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU.** If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

No one can prevent all identity theft or cybercrime. [†] LifeLock does not monitor all transactions at all businesses.

² Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported.

^{**} These features are not enabled upon enrollment. Member must take action to get their protection.

^{†††} Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender Choice. And up to \$1 million for coverage for lawyers and experts if needed, for all plans. Benefits provided by Master Policy issued by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.

Contact: FEDITC, LLC Holly Wood, Facility Security Officer
(T) (210) 610-3904 or (F) (210) 946-6101 security@feditc.com



FEDITC LLC 4415 Piedras Dr. W. Suite 100,
San Antonio, Texas 78228

FURTHER STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION AND CONTACT LIST

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 can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact each one of the three national credit reporting agencies (contact information below).

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: A security freeze 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. Under federal law, you may not be charged to place or remove a credit freeze.

Additional Free Resources on Identity Theft: You can obtain information from the consumer reporting agencies, FTC (<https://www.identitytheft.gov/>) or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the Federal Trade Commission or to the Attorney General in your state. Residents of Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

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

Contact: FEDITC, LLC Holly Wood, Facility Security Officer
(T) (210) 610-3904 or (F) (210) 946-6101 security@feditc.com



FEDITC LLC 4415 Piedras Dr. W. Suite 100,
San Antonio, Texas 78228

Contact Information for Credit Reporting Agencies:

	Equifax	Experian	TransUnion
To obtain a copy of your credit report	P.O. Box 740241 Atlanta, GA 30374 (866) 349-5191 www.equifax.com	P.O. Box 4500 Allen, TX 75013 (888) 397-3742 www.experian.com	P.O. Box 1000 Chester, PA 19016 (800) 888-4213 www.transunion.com
To obtain a security freeze	PO Box 105788 Atlanta, GA 30348 (800) 685-1111 www.equifax.com/personal/credit-report-services	PO Box 9554 Allen, TX 75013 (888) 397-3742 www.experian.com/freeze/center.html	P.O. Box 2000 Chester, PA 19016 (888) 909-8872 www.transunion.com/credit-freeze
To place a fraud alert	P.O. Box 105069 Atlanta, GA 30348 (888) 766-0008 www.equifax.com/personal/credit-report-services	P.O. Box 2002 Allen, TX 75013 (888) 397-3742 www.experian.com/fraud/center.html	P.O. Box 2000 Chester, PA 19016 (800) 680-7289 www.transunion.com/fraud-victim-resource/place-fraud-alert

Contact: FEDITC, LLC Holly Wood, Facility Security Officer
(T) (210) 610-3904 or (F) (210) 946-6101 security@feditc.com