



RECEIVED

MAR 18 2019

CONSUMER PROTECTION

March 12, 2019

To whom it may concern:

On January 30, 2019, Harland Clarke Corp. experienced a software error that caused customers' check orders to be shipped to incorrect addresses. This inadvertent disclosure of names, addresses, and bank account numbers impacted a potential nationwide total of 230 customers, with a potential of 2 customers impacted in New Hampshire.

The incident was caused by an unexpected issue with a new software release to our shipping system. In an effort to continue shipping orders ~~expeditiously while the software issue was resolved~~, our team implemented a manual process for an hour to affix shipping labels to each FedEx 2-Day sealed package. Unfortunately, some of these labels did not match the check contents and resulted in the cross shipments.

Harland Clarke has identified the potential customers impacted during that production/shipping window of time, and we are going through the process of confirming actual customers impacted from that pool. For those we have already verified, we have notified them and provided them with a merchandise return label with instructions so that we can retrieve and destroy the mis-shipped package. Additionally, depending on the customers' preferences, we either refunded the customers' orders or overnighted the affected customers a corrected order. To prevent any reoccurrence, Harland Clarke implemented a new process for any package manually shipped: each package will be opened to verify that the contents inside match the mail label printed on the outside before repackaging and shipping the products.

We will be sending a privacy breach notice to each affected customer, a copy of which is included herein. Due to the fact that the cross-shipment impacted customers of our private label brands, in accordance with our contractual requirements, the letters will be branded as if sent by the private label client rather than Harland Clarke.

We take any cross shipment very seriously. This incident was escalated to the highest levels of the company and we have a skilled task force focused on resolving all customer concerns and implementing the corrective actions to prevent a similar issue from occurring again in the future.

We sincerely apologize for the inconvenience and concern that this caused residents of your state. If you have additional questions regarding this incident, please contact 1-877-331-2944.

Sincerely,

A handwritten signature in black ink, appearing to read 'Danielle Singletary'.

Corporate Counsel



March 12, 2019

NOTICE OF DATA BREACH

What Happened?	On January 30, 2019, our checks service provider experienced a software error that caused customers' check orders to be shipped to incorrect addresses.
What Information Was Involved?	Names, Addresses, and Checking Account Numbers
What We Are Doing.	Impacted customers that we've contacted were provided with a merchandise return label and instructions so that we can retrieve and destroy the incorrectly shipped package. Additionally, depending on the customers' preferences, we either refunded the customers' orders or overnighted the affected customers a corrected order. We also implemented new software patches, policies, and enhanced procedures.
What You Can Do.	<ol style="list-style-type: none">Review your bank, credit card, and debit card account statements over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union.Monitor your credit reports with the major credit reporting agencies.

Equifax
1-888-836-6351
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

Experian
1-888-397-3742
P.O. Box 2104
Allen, TX 75013
www.experian.com

TransUnion
1-800-916-8800
P.O. Box 2000
Chester, PA 19022
www.transunion.com

Call the credit reporting agency at the telephone number on the report if you find:

- Accounts you did not open
- Inquiries from creditors that you did not initiate
- Inaccurate personal information, such as home address and Social Security number

3. Take advantage of our Free Credit Monitoring offer

To assist you in your efforts to monitor for identity theft, we have engaged EZShield, Inc., at our expense, to provide you with services for one year from the date of this letter. The services include resolution assistance by certified fraud experts in the event of fraud or identity theft, Dark Web

Monitoring – which will alert you if your information is being traded on the dark web, and credit monitoring to keep you informed of changes to your information within the Experian credit bureau. To obtain these services, please visit <https://idprotection.ezshield.com/activate> and enter code: HCEZSBRB010619

3. 4. If you do find suspicious activity on your credit reports or other account statements, call your local police or sheriff's office and file a report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records, and you may also need to access some services that are free to identity theft victims.
4. If you find suspicious activity on your credit reports or on your other account statements, consider placing a fraud alert on your credit files so creditors will contact you before opening new accounts. Call any one of the three credit reporting agencies at the numbers below to place fraud alerts with all of the agencies.

1 Equifax
1-888-836-6351

Experian
1 1-888-397-3742

TransUnion
1-800-680-7289

5. 5. You may also get information about security freezes by contacting the credit bureaus at the following addresses:

Equifax
www.freeze.equifax.com

Experian
www.experian.com/freeze/center

TransUnion
www.transunion.com/credit-freeze

6. Even if you do not find suspicious activity on your credit report or your other account statements, it is important that you check your credit report for the next two years. Just call one of the numbers in paragraph 2 above to order your reports or to keep a fraud alert in place.

Other Important Information.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is available from your state Attorney General's office at <https://www.doj.nh.gov/> or 33 Capitol Street, Concord, NH 03301.

Another helpful source is the Federal Trade Commission, which can be reached at www.consumer.ftc.gov/features/feature-0014-identity-theft or 600 Pennsylvania Avenue NW, Washington, DC 20580.

For More Information.

If there is anything we can do to assist you, please call 877-331-2944.