

Pronto Money Transfer Inc.
111 N. Sepulveda Blvd., Suite 340
Manhattan Beach, CA 90266

September 30, 2021

Attorney General of the State of New Hampshire
33 Capitol Street
Concord, NH 03301

RECEIVED

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CONSUMER PROTECTION

Dear Attorney General,

We are writing to inform you of a recent incident regarding the personal information of one New Hampshire resident. On September 3, 2021 an employee inadvertently shared these customers information's with other customers. The Company's Chief Technology Officer immediately took action on this event and disabled all links containing these individuals' information. The information was accessible for no more than an hour and subsequently the individuals' that were copied in the email containing the personal information were notified about the incident.

The information that was shared for this client was his name and email address, no other information such as identification nor social security number was disclosed. We plan to provide written notice to the affected individuals within the next seven (7) days. Our notice to the affected individuals includes instructions on how to enroll in Twelve (12) months' free credit monitoring service. We are also providing the contact information of the three major credit bureaus (including instructions on how to create fraud alert with those bureaus) and the Federal Trade Commission. We are attaching copy of this letter notice.

Should you have further questions regarding this incident you may contact the undersigned at (424) 237-1771 or by email to claudia@usend.com.

Sincerely,



Claudia Urjel

Chief Compliance Officer

Pronto Money Transfer Inc.
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Date]

[Client Name] [Client Address] [City, State, ZIP]

RE: NOTICE OF DATA BREACH (**Inadvertent Sharing of Personal Information**)

Dear [Client Name]:

We are writing to you on behalf of Pronto Money Transfer Inc., d/b/a Pronto Money Transfer and Usend (“Pronto”) to inform you about an incident possibly affecting your personal information. We value our relationship with you and are providing this notice and outlining some steps you may take to help protect yourself.

WHAT HAPPENED

On September 3, 2021, Pronto identified that inadvertently some of our customers’ personal information was shared with other clients. You are receiving this notice because we determined that your records are among those that were shared in error. This was an accidental release of information; our computer systems were not “hacked” or accessed by persons trying to obtain customer information.

WHAT INFORMATION WAS INVOLVED

The information that was inadvertently released and may have been viewed or transferred includes your name, address, date of birth, Social Security number, telephone number, email address and your identifying account number(s) with us.

WHAT WE ARE DOING

Pronto takes this event very seriously. After detecting the inadvertent sharing of the data, we took immediate steps to identify what data was involved and what clients were affected, and we deactivated the links that contained the shared information. We have been working with our IT Department to prevent this from happening again. We are also evaluating additional measures to further enhance our protocols for the protection of your personal information and accounts.

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To help protect your identity, we are offering a complimentary __-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: [enrollment end date] (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: [URL]
- Provide your activation code: [code]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [customer service number] by [enrollment end date]. Be prepared to provide engagement number [engagement #] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR __-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.*
- Credit Monitoring: Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- Up to \$1 Million Identity Theft Insurance**: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [customer service number]. If, after discussing your situation with an agent, it is determined that Identity Restoration

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support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for __ months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

WHAT YOU CAN DO

As always, we recommend you be on the alert for suspicious activity related to your Usend Account, financial accounts and credit reports. We encourage you to regularly monitor your statements, bank account statements and records to ensure there are no transactions or other activities that you did not initiate or authorize.

1. Place a fraud alert on your credit report. Call one of the three credit reporting agencies to place a fraud alert on your credit report, and request a free copy of your credit report. A fraud alert lasts one year, after which you can renew it by calling the credit reporting agency again. Once you place the fraud alert with one of the three agencies, they will alert the other two.

Equifax:	Experian:	TransUnion:
800-685-1111	1-888-397-3742	888-909-8872

2. Monitor your credit report. The best way to catch identity theft early is to frequently view your credit report. Through the federal Fair Credit Reporting Act, you are already entitled to one free copy of your credit report from each of the three credit reporting agencies each year by going to www.annualcreditreport.com or calling 1-877-322-8228.

Equifax:	Experian:	TransUnion:
1-800-685-1111	1-888-397-3742	1-800-888-4213

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This means you can view your credit report a total of six times per year to look for anything out of the ordinary. If you find accounts that you did not open, or collection notices for charges you did not incur, you may be a victim of fraud.

3. If your bank or credit card information is compromised, immediately call your bank or credit card issuer and change your account numbers. Ask that they send you new cards with new numbers.

4. Place a "freeze" on your credit report. A "credit freeze," also known as a "security freeze," completely blocks the information on your credit report from would-be creditors. A credit freeze can help prevent identity theft. Most businesses will not open credit accounts without first checking a consumer's credit history. If your credit files are frozen, even someone who has your name and Social Security number might not be able to get credit in your name. Federal law guarantees that everyone is able to freeze and thaw their credit reports for free.

While a credit freeze can provide important protection against identity theft, a credit freeze may not be for everyone. If you plan to open credit in the near future, or apply for an apartment or a job that will require your credit report to be checked, you will need to temporarily lift the freeze.

To place a credit freeze, send a request to each of the three credit reporting agencies. See sample letters to each of the three credit reporting agencies for your reference below. If you have any further questions, please feel free to contact the Identity Theft Unit at (410) 576-6574.

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348	Experian Security Freeze P. O. Box 9554 Allen, TX 75013	TransUnion Security Freeze P.O. Box 2000 Chester, PA 19016
<ul style="list-style-type: none"> • Full name, address, Social Security number, and date of birth. • If you have moved in the past two years or had a name change, you should provide that prior address or name so you can be properly identified. • A copy of a government-issued ID card 	<ul style="list-style-type: none"> • Full name, address, Social Security number, and date of birth. • If you have moved or had a name change in the past two years, prior addresses and proof of prior names are also required. 	<ul style="list-style-type: none"> • Full name, address, Social Security number, and date of birth. • If you have moved in the past two years, supply addresses for past five years. • A copy of a government-issued ID card • A copy of a bank statement or utility bill

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<ul style="list-style-type: none"> • A copy of a bank statement or utility bill containing your current address 	<ul style="list-style-type: none"> • A copy of a government-issued ID card • A copy of a bank statement or utility bill containing your current address 	containing your current address
https://www.equifax.com/personal/credit-report-services/	www.experian.com/freeze	https://www.transunion.com/credit-freeze
1-800-685-1111	1-888-397-3742	1-888-909-8872

You can also find more information about each credit reporting agency's freeze program at their websites:

- Experian: www.experian.com
- Equifax: www.equifax.com
- TransUnion: www.transunion.com

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

FOR MORE INFORMATION

USEND | PONTUALMONEY

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Please be assured that we are committed to helping you protect personal data and identity and ensuring that your information is safe and secure. We regret this incident and apologize for any concern it may have caused you.

If you have further questions in regard to this matter, please do not hesitate to us. You may call us at (877) 766-8825, Monday-Friday between 9:00 AM- 5:00 PM EST.

Sincerely,

Claudia Urjel

Chief Compliance Officer

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.