

RAMY BROOK

April 24, 2018

Dear Extremely Valued Customer:

We are writing to notify you that our website (www.ramybrook.com) recently experienced a system intrusion and that your personal information may have been impacted. Please note that we have been advised that the information that was compromised in this incident is not sufficient to enable identity theft. We sincerely regret the occurrence of this incident and apologize for any concern or inconvenience it may cause you.

As background, this incident involved malware that was placed onto our site, allowing an unauthorized third party to access transaction-related information during the period of March 8, 2018 and April 17, 2018 consisting of purchasers' names, e-mails, mailing/billing addresses, and credit card numbers, expiration dates and CVV numbers. Based on our investigation no other personal data of yours was disclosed in this incident. When found, the malware was immediately removed. We want to reassure you that we have also taken numerous steps to further protect our systems to help prevent something like this from happening in the future.

We are notifying you so that you can take measures now to help prevent and detect any misuse of your information, along with our efforts to minimize or eliminate potential harm. Please monitor your credit card accounts and if you see any unauthorized activity, contact your credit card company. We have notified the credit card companies (ie Visa, MasterCard and American Express) of the incident. Please also check your credit reports periodically, which can help you spot problems over time and address them quickly. You can contact the three U.S. credit reporting agencies (Equifax, Experian and TransUnion) to obtain a free credit report from each by calling 1-877-322-8228 or by logging onto www.annualcreditreport.com.

Again, we have been advised that the information that may have been impacted is not sufficient to allow identity theft. Regardless there are additional actions you could take to protect your identify, if you desire. We have retained AllClearID to provide you with one (1) year of identity theft protection services, free of charge, if you desire. You could also place a security freeze on your credit files, if you find it necessary. You would need to contact all three U.S. credit reporting agencies (i.e., Experian, Equifax and TransUnion) to place a security freeze. The credit agencies usually charge a \$10 fee each. We will gladly reimburse you for these amounts.

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Protecting the privacy and security of your information is a critical priority at Ramy Brook. We know that you put your trust in us every time you visit our site or place an order. As a small token of our regret, please accept a \$100 gift card that you can use on our website toward your next purchase. On the following page is information on how to use your coupon, receive the free identity theft protection, if you desire, and receive payment for any security freeze fees you incur in connection with this incident. And if you have any questions whatsoever about this matter, please contact us at 1-877-900-7269 or support@ramybrook.com. We deeply apologize for this inconvenience and remain committed to serving you with excellence in the future.

Sincerely,

Ramy Brook Sharp
Enclosure

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ENCLOSURE

Complimentary \$100 Gift Card to Ramybrook.com

To redeem your complimentary \$100 gift card, simply apply this code at checkout the next time you shop at Ramybrook.com:

CODE: _____

Identity Insurance Benefit

As an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months if you desire. For further instructions and to collect your redemption code, please contact us at 1-877-900-7269 or support@ramybrook.com.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-877-676-0379 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to set, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of fraud against children by searching thousands of public databases for use of your child's information. To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com using your redemption code.

Please note: Following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may be required to activate all monitoring options.

Credit Security Freeze Reimbursement

Should you find it necessary to place a security freeze on your credit files, you would need to contact all three U.S. credit reporting agencies (i.e., Experian, Equifax and TransUnion) to place a security freeze. The credit agencies usually charge a \$10 fee each. We will gladly reimburse you for these amounts if you confirm charges were incurred by contacting us at 1-877-900-7269 or support@ramybrook.com for further instruction.