



RECEIVED  
SEP 21 2022  
CONSUMER PROTECTION

To whom it may concern:

We have had a data Breach and the letter is attached that was sent to customers.

There were 187 New Hampshire residents were affected.

Sandy Bourbonnais, member

Silver Superstore

7841 S. 180<sup>th</sup> St.

Kent, WA 98032



## SILVER SUPERSTORE

SILVER • CHINA • ENGRAVING • BABY • ORNAMENTS

Dear Silver Superstore Customer:

Silver Superstore has been informed of a data security issue involving malware on the servers of Freestyle Solutions, Inc., one of our vendors. Freestyle Solutions provides the shopping cart and payment processing functionality for various companies' websites, including ours. Freestyle Solutions has confirmed that the malware was removed.

We are disappointed that this has happened, and we are reaching out as you are our top priority.

Below is additional information about what happened, what Freestyle Solutions informed us did in response, and what steps you can take to help protect your information.

### **What Happened?**

Freestyle Solutions informed us that one of its customers notified it that malware had been identified on a server hosting that customer's website. Freestyle Solutions shared that it commenced an investigation, and identified and removed malware found on servers that hosted its customers' websites, including our site [Silversuperstore.com](http://Silversuperstore.com)

Freestyle Solutions shared that it retained data security experts to investigate the incident's nature and scope and assist in its containment and remediation efforts. Freestyle Solutions told us that based on the investigation, your payment card information for the card(s) you used on our site on 9-20-2020 to 2-02-2022 may have been acquired by an unauthorized party.

### **What Information Was Involved?**

Freestyle Solutions informs us that the malware was designed to capture information entered into the checkout page, including first and last name, payment card number, expiration date, security code, billing address, gift certificate number (if applicable), and transaction details (such as product type, price and quantity). The website did not collect Social Security Numbers or debit card PINs, and therefore, they were not affected.

### **What We Are Doing**

Freestyle Solutions told us that after becoming aware of the issue, it took immediate steps to identify and remove the malware and block further unauthorized activity. Freestyle Solutions shared that it commenced an investigation with the assistance of data security experts to determine the timeframes of exposure for each of its affected customers and to identify impacted cardholders. Freestyle Solutions shared that it also notified federal law enforcement authorities and has been coordinating with the payment card companies in an effort to help protect affected cardholders.

### **What You Can Do**

Please consider the following recommendations:

## Reference Guide

We encourage affected customers to consider taking the following steps, and to review the information below:

**Order And Review Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number, or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open, or inaccuracies in your information. If you see anything inaccurate or that you do not understand, contact the consumer reporting agency.

**Report Incidents.** If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC, and your state Attorney General. If you believe your identity has been stolen, the FTC provides information about steps you can take at <https://www.identitytheft.gov/>.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft: Federal Trade Commission Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338) [www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/).

**Fraud Alerts on Your Credit File.** To help protect yourself from possible identity theft, consider placing a fraud alert on your credit file. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

**Security Freezes on Your Credit File.** You have the right to place a "security freeze" (also known as a "credit freeze") on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide: