

## NOTICE OF DATA BREACH

Attorney General Joseph Foster  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 3301

March 31, 2017

**Dear Attorney General Joseph Foster,**

**My name is Tracy Warren and I am a shareholder with Ogletree, Deakins, Nash, Smoak & Stewart, P.C. We represent Solera Holding, Inc. ("Solera") and want to notify you of a data breach impacting Solera employees who are residents of your state. We are sending out the enclosed notice of data breach to Solera employees and are hereby providing you notice of the same. The notice is as follows:**

### **What Happened?**

We recently learned that a data compromise may have occurred at a Solera company or at an outside vendor to a Solera company. Some employees of Solera companies have been alerted by the IRS that potentially fraudulent tax returns have been filed on their behalf. Since then, we have been and are continuing to investigate the suspected data compromise to determine its source and effect any required remediation measures.

### **What Information was Involved?**

Due to the nature of the information provided on the fraudulent returns, we believe that Form W-2 information for some Solera employees and ex-employees may have been compromised. Potentially compromised data may have included personal information about you, such as your name, wage and deduction information and social security number.

### **What Are We Doing?**

The suspected data compromise was first discovered on March 13, 2017 after Solera learned that select employees experienced adverse issues filing their 2016 federal tax returns, receiving an error from the IRS that their taxes had already been filed. Solera promptly formed

an incident management team consisting of senior representatives from IT, legal, internal audit and human resources to investigate the matter, determine the root cause and implement a remediation plan.

**This is a matter of highest priority for Solera.** Our IT department has thoroughly reviewed Solera's data protection procedures and scanned/analyzed all relevant systems, files and email communications, including those that hold or transmit USA employees' personal data or W-2 information. Thus far, we have not identified any unusual access, activities or breaches relating to our systems, files or email communications. We continue to evaluate our systems and procedures to determine the source of the suspected data compromise. We are also working with our applicable vendor partners to evaluate whether the suspected data compromise may have occurred in a system external to Solera, including Solera's human resources information system provider, Ultimate Software (UltiPro).

We have also:

- Contacted the FBI and reported this incident;
- Conferred with our payroll vendor with access to employee personal information to examine its processes and any potential data compromise; and
- Notified individual states attorney generals in states of impacted employees (whether or not required by law).

#### **What You Can Do.**

You may wish to take the following steps to mitigate possible misuse of your personal information:

1. Sign up for the identity-theft protection through Experian that Solera has arranged for you FREE OF CHARGE for 24 months (see below for details).
2. Place a fraud alert on your credit report (see below for details).
3. Place a security freeze on your credit report (see below for details)
4. Review the U.S. Federal Trade Commission website on how to protect personal information at: <https://www.consumer.ftc.gov/articles/0272-how-keep-your-personal-information-secure>.

We understand that any potential data compromise creates concern and confusion and that you may have questions. For additional information or assistance, Solera has set up a dedicated call center to help answer your questions.

For information, starting March 30, 2017:

**Monday through Friday:**  
**From 6:00 a.m. to 6:00 p.m. PST**

**Saturday and Sunday:**  
**From 8:00 a.m. to 5:00 p.m. PST**

**Please contact the Solera dedicated call center at the following phone number:**  
**877-890-9332**

## **RESOURCES AND SUGGESTIONS:**

### **Credit Report Fraud Alert**

You may place a fraud alert on your credit report, which may help prevent someone from opening accounts in your name or changing your existing accounts. You may contact any one of the three major credit bureaus listed below to do so. When one credit bureau confirms your fraud alert, the others will be notified automatically of the alert.

Equifax  
P.O. Box 740256  
Atlanta, GA 30374  
800-766-0008  
www.equifax.com  
[https://www.alerts.equifax.com/AutoFraud\\_Online/jsp/fraudAlert.jsp](https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp)

Experian  
P.O. Box 4500  
Allen, TX 75013  
888-397-3742  
www.experian.com  
<https://www.experian.com/corporate/personal-services-contacts.html>

TransUnion LLC  
P.O. Box 2000  
Chester, PA 19016  
800-680-7289  
www.transunion.com

### **Order Your Credit Report**

You may also order a credit report. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. 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 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 consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

## **Credit Report Security Freeze**

You may place a security freeze on your credit reports, which would prohibit a credit reporting agency from releasing any information from your credit report without your written permission. You should be aware, however, that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. A credit reporting agency may charge you fees for placing, removing, and replacing a security freeze. The fees vary from state to state and depend on your circumstances, usually ranging from \$0.00 to \$10.00 for each service. If you are an identity-theft victim with a valid police report, a credit reporting agency may provide you with security freeze services free of charge.

## **Additional Matters**

Remain vigilant in reviewing your account statements and monitoring free credit reports to protect yourself against fraud and identity theft.

You may obtain additional information about how to avoid identify theft from the Federal Trade Commission or your state's attorney general. Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov](http://www.ftc.gov) or (202)326-2222.

Toll Free helpline: 1-877-ID-THEFT (1-877-438-4338) TTY 1-866-653-4261  
<http://www.ftc.gov/>

You may also contact your state's attorney general office. Please note however, Solera has already contacted your state's attorney general office for notification of the data breach. The contact information for **State** is:

### **Insert Atty General Info Here**

If you suspect that someone has stolen or misused your personal information or that you are a victim of identity theft, you should immediately report the incident to local law enforcement or the attorney general for the state in which you reside.<sup>1</sup>

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<sup>1</sup> For the state of Washington, please contact Attorney General Bob Ferguson, Office of the Attorney General, 1125 Washington Street, SE, PO Box 40100, Olympia, WA 98504-0100; for the state of Utah, please contact Attorney General Sean Reyes, Office of the Attorney General, Utah State Capitol Complex, 350 North State Street Suite 230, Salt Lake City, UT 84114-2320; for the state of Tennessee, please contact Attorney General Herbert H. Slatery III, Office of the Attorney General and Reporter, P.O. Box 20207, Nashville, TN 37202-0207; for the state of Rhode Island, please contact Attorney General Peter Kilmartin, Office of the Attorney General, 150 South Main Street, Providence, RI 02903; for the state of New York, please contact Attorney General Eric Schneiderman, Office of the Attorney General, The Capitol, Albany, NY 12224-0341; for the state of New Hampshire, please contact Attorney General Joseph Foster, New Hampshire Department of Justice, 33 Capitol Street, Concord, NH 03301; for the state of North Carolina, please contact Attorney General Josh Stein, 9001 Mail Service Center, Raleigh, NC 27699-9001; for the state of Boston, please contact Attorney General Maura Healey, Attorney General's Office, One Ashburton Place, Boston, MA 02108-1518; for the state of Kentucky, please contact Attorney General Andy Beshear, Office of the Attorney General, 700 Capitol Avenue, Suite 118, Frankfort, KY 40601-3449; for the state of Indiana, please contact Attorney General Curtis Hill, Indiana Attorney General's Office, Indiana Government Center South, 302 W. Washington St., 5th Floor, Indianapolis, IN 46204; for the state of Georgia, please contact Attorney General

## Experian Protection

To help protect your identity, Solera is offering a **complimentary** two-year membership of **EXPERIAN IDENTITYWORKS** <sup>SM</sup>. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate Experian IdentityWorks <sup>SM</sup> Now in Three Easy Steps

1. **ENSURE That You Enroll By: 07.31.2017** (Your code will not work after this date.)
2. **VISIT the Experian IdentityWorks Web Site to enroll:**  
**[www.experianidworks.com/3bplus2](http://www.experianidworks.com/3bplus2)**
3. **PROVIDE Your Activation Code: «Experain\_Code»**

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: **DB01203**

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Christopher M. Carr, Office of the Georgia Attorney General, 40 Capitol Square, SW, Atlanta, GA 30334; for the state of Florida, please contact Attorney General Pam Bondi, Florida Office of the Attorney General, State of Florida, The Capitol PL-01, Tallahassee, FL 32399-1050; for the state of Texas, please contact Attorney General Ken Paxton, Office of the Attorney General, 300 West 15th Street, Austin, TX 78701; for the state of Oregon, please contact Oregon Attorney General Ellen F. Rosenblum, Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096; for the state of Nevada, please contact Nevada Attorney General Adam Laxalt, Nevada Office of the Attorney General, 100 North Carson Street, Carson City, NV, 89701; for the state of Minnesota, please contact Attorney General Lori Swanson, Office of the Minnesota Attorney General, 445 Minnesota Street, Suite 1400, St. Paul, MN 55101; for the state of Michigan, please contact Michigan Department of Attorney General, G. Mennen Williams Building, 7th Floor, 525 W. Ottawa St., P.O. Box 30212, Lansing, MI 48909; for the state of Louisiana, please contact Attorney General Jeff Landry, Louisiana Department of Justice, 1885 N. Third Street, Baton Rouge, LA 70802; for the state of Kansas, please contact Kansas Attorney General Derek Schmidt, 120 SW 10th Ave., 2nd Floor, Topeka, KS 66612; for the state of Illinois, please contact Attorney General Lisa Madigan, Office of the Attorney General, 100 West Randolph Street, Chicago, IL 60601; for the state of Delaware, please contact Attorney General Matthew Denn, Delaware Department of Justice, Carvel State Building, 820 N. French Street, Wilmington, DE 19801; for the state of Arizona, please contact Attorney General Mark Brnovich, Office of the Arizona Attorney General, 1275 West Washington Street, Phoenix, AZ 85007-2926; for the state of Arkansas, please contact Attorney General Leslie Rutledge, Office of the Arkansas Attorney General, 323 Center Street, Suite 200, Little Rock, Arkansas, 72201; for the state of California, please contact Attorney General's Office, California Department of Justice, Attn: Public Inquiry Unit, P.O. Box 94255, Sacramento, CA 94244-2500, Toll Free Public Inquiry Line: 1-800-952-5225, <http://www.oag.ca.gov/>; for the state of Colorado, please contact Attorney General Cynthia H. Coffman; Office of the Attorney General, Colorado Department of Law, Ralph L. Carr Judicial Building, 1300 Broadway, 10th Floor, Denver, CO 80203; for the state of Pennsylvania, please contact Attorney General Josh Shapiro, Pennsylvania Office of the Attorney General, 16<sup>th</sup> Floor, Strawberry Square, Harrisburg, PA 17120; for the state of Virginia, please contact, Attorney General Mark Herring, Office of the Attorney General, 202 North Ninth Street, Richmond, VA 23219; for the state of Missouri please contact Attorney General Josh Hawley, Missouri Attorney General's Office, Supreme Court Building, 207 West High Street, P.O. Box 899, Jefferson City, MO 65102; for the state of New Jersey, please contact Attorney General Christopher Porrino, Richard J. Hughes Justice Complex, 25 Market Street, Trenton, NJ 08625-0080; for the state of Ohio, please contact Attorney General Mike DeWine, Ohio Attorney General's Office, 30 East Broad Street, 14th Floor, Columbus, OH 43215; for the state of Oklahoma, please contact Attorney General Mike Hunter, Oklahoma Office of the Attorney General, 313 NE 21st Street, Oklahoma City, OK 73105; for the state of Wisconsin, please contact Attorney General Brad Schimel, Wisconsin Department of Justice, P.O. Box 7857, Madison, WI 53707-7857; for the state of Wyoming, please contact Peter K. Michael, Office of the Wyoming Attorney General, Kendrick Building, 2320 Capitol Avenue, Cheyenne, WY 82002

**ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN  
IDENTITYWORKS MEMBERSHIP:**

A credit card is not required for enrollment.

Once your Experian IdentityWorks membership is activated, you will receive the following features:

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.
- **\$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**ACTIVATE YOUR MEMBERSHIP TODAY AT [www.experianidworks.com/3bplus2](http://www.experianidworks.com/3bplus2)**

**or call 877-890-9332 to register with the activation code above.**

Once your enrollment in ExperianIDWorks is complete, you should carefully review your credit report for inaccurate or suspicious items.

If you have any questions about ExperianIDWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at **877-890-9332**.

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<sup>2</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Please note, Solera is committed to the confidentiality and protection of employee personal data as a matter of the highest priority. Should you have any questions, please contact me directly at 858-652-3109.

Sincerely,

A handwritten signature in black ink that reads "Tracy A. Warren". The signature is written in a cursive style with a large, looping initial "T".

Tracy A. Warren