

**\*\*\* DRAFT NOTICE LETTER \*\*\***  
**TO BE ISSUED UPON THE COMPLETION OF THE FORENSIC INVESTIGATION AND**  
**IDENTIFICATION OF IMPACTED INDIVIDUALS**

<<LOGO>>

*Return Mail to Kroll*

<<Notification Vendor Return Address>>

*Via First-Class Mail*

<<First Name>> <<Last Name>>

<<Address 1>>

<<Address 2>>

<<City>>, <<State>> <<Zip>>

<<DATE>>

**Notice of Data Incident**

Dear <<First Name>> <<Last Name>>:

CORE Cashless, LLC recently experienced a data security incident which may have affected your personal information. We take the protection and proper use of your information seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains additional information about the incident, our response to this incident, and steps you can take to safeguard your information.

**What Happened**

On or about July 28, 2022, CORE Cashless, LLC became aware of a compromise to its environment, which may have resulted in the inadvertent exposure of sensitive information of individuals who processed their payment card through the websites of certain CORE Cashless, LLC's clients, including <<Impacted Merchant>>. We have since worked diligently to determine what happened and what information was involved as a result of this incident.

**What Information Was Involved**

A forensic investigation determined that an unauthorized individual gained access to CORE Cashless, LLC's environment on January 29, 2022, which may have permitted the unauthorized individual to access information inputted into certain online payment portals, included that of <<Impacted Merchant>>, between February 2, 2022 and July 30, 2022. The elements of your personal information that may have been compromised included, and potentially were not limited to your: name, address, and payment card information.

**What We Are Doing**

We are working with cybersecurity counsel to determine the actions to take in response to the incident. Together, we continue to investigate and closely monitor the situation. Further, we are taking steps to strengthen our security posture to prevent a similar event from occurring again in the future.

In addition, we are providing you with access to identity monitoring services at no charge for <<twelve (12)/eighteen (18)/twenty-four (24)>> months (please find instructions below).

**What You Can Do**

Out of an abundance of caution, we have arranged for you to activate, at no cost to you, identity monitoring service for <<twelve (12)/eighteen (18)/twenty-four (24)>> months provided by Kroll. Kroll is a global leader in

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risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your credit and identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

### **How to Activate:**

Visit <https://enroll.krollmonitoring.com/redeem> to activate and take advantage of your identity monitoring services. Provide your Activation Code: <<Insert Membership Number>> and your Verification ID: <<Insert Unique Verification ID>>. For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

Please note that to activate monitoring services, you may be required to provide your name, date of birth, and Social Security number through Kroll's automated system. The services to be provided by Kroll include:

**Single Bureau Credit Monitoring** - You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

**Fraud Consultation** - You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

**Identity Theft Restoration** - If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

You can sign up for the monitoring services anytime between now and <<deadline>>. Due to privacy laws, we cannot register you directly. Please note that the identity monitoring services might not be available for individuals who do not have a credit file with the credit bureaus or an address in the United States (or its territories) and a valid Social Security number. Activating this service will not affect your credit score.

We encourage you to remain vigilant, monitor your accounts, and immediately report any suspicious activity or suspected misuse of your personal information. We also recommend that you review the following page, which contains important additional information about steps you can take to safeguard your personal information, such as the implementation of fraud alerts and security freezes.

### **For More Information**

Please know that the protection of your personal information is a top priority, and we sincerely apologize for any concern or inconvenience that this matter may cause you. If you have any questions, please do not hesitate to call <<call center number>>, Monday – Friday, <<call center hours>>.

Sincerely,

CORE Cashless, LLC



## **Additional Important Information**

**For residents of Hawaii, Michigan, Missouri, North Carolina, Vermont, Virginia, and Wyoming:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**For residents of Iowa:** State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of Oregon:** State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

**For residents of Maryland, Rhode Island, Illinois, New York, and North Carolina:** You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the Attorney General** Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202 1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

**Rhode Island Office of the Attorney General** Consumer Protection, 150 South Main Street, Providence, RI 02903 1-401-274-4400 [www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Office of the Attorney General** Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001 1-877-566-7226 [www.ncdoj.com](http://www.ncdoj.com)

**Federal Trade Commission** Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**New York Office of Attorney General** Consumer Frauds & Protection, The Capitol, Albany, NY 12224 1-800-771-7755  
<https://ag.ny.gov/consumer-frauds/identity-theft>

**For residents of Massachusetts:** It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

### **For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax ([https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

#### **Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348

[equifax.com/personal/credit-report-services/](http://equifax.com/personal/credit-report-services/)  
1-800-349-9960

#### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013

[experian.com/freeze/center.html](http://experian.com/freeze/center.html)  
1-888-397-3742

#### **TransUnion Security Freeze**

P.O. Box 160  
Woodlyn, PA 19094

[transunion.com/credit-freeze](http://transunion.com/credit-freeze)  
1-888-909-8872

More information can also be obtained by contacting the Federal Trade Commission listed above.