



DIXON HUGHES GOODMAN LLP

Processing Center • P.O. Box 649 • Monroe, WI 53566 - 0649

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JOHN Q. SAMPLE  
STE. 300  
823 CONGRESS AVE  
AUSTIN TX 78701



January 20, 2017

**Re: Notice of Data Privacy Event**

Dear John Q. Sample:

As you know, Dixon Hughes Goodman (“DHG”) provides tax and/or accounting services to you. We are writing to inform you of a recent event that may impact the security of your personal information. While we are unaware of any actual or attempted misuse of your information, we are writing to ensure that you are aware of the incident so that you may take steps to protect your personal information should you feel it is appropriate to do so.

**What Happened?** As part of providing tax and/or accounting services to you, one of our accountants received information relating to you via email or sent such information to you via email. On November 1, 2016, we discovered an unknown individual had accessed the accountant’s email account. Upon discovery, we immediately terminated the unauthorized access. We immediately launched an investigation to determine how the individual had accessed the account, the types of information contained in the email account, and whether there was any indication the information had been viewed or taken.

**What Information Was Involved?** While our investigation is ongoing, we determined on December 30, 2016, after a lengthy programmatic and manual review of the contents of the email account, that the following information relating to you was contained in the email account at the time of this incident: Social Security number, Driver’s License number, financial account number, and name.

**What Are We Doing?** We take this incident, and the security of your personal information, very seriously. We immediately took steps to terminate the unauthorized access, determine how this event occurred, and confirm whether information within the email account was viewed or taken by the unauthorized individual. We immediately launched a review of the contents of the email account, as well. We are providing notice of this incident to regulators and appropriate governmental agencies as required.

In addition to taking the above steps, and although we are unaware of any actual or attempted misuse of your information, we are providing this notice to you, along with information on how to better protect against identity theft and fraud. We are also offering you access to 24 months of credit monitoring and identity restoration services with AllClear ID, at no cost to you. Instructions on how to enroll and receive these services are included in the attached Privacy Safeguards.

**What Can You Do?** We encourage you to enroll and receive the complimentary access to credit monitoring and identity restoration services we are offering with AllClear ID. We also encourage you to take the steps described in the enclosed Privacy Safeguards to better protect yourself against identity theft and fraud.

***For More Information.*** We recognize you may have questions that are not answered in this letter. We have established a toll-free hotline to assist you with questions regarding this incident. This hotline can be reached at 1-855-605-5339, Monday through Saturday from 8 a.m. to 8 p.m. Central Time.

We are sorry for any inconvenience this incident may cause.

Sincerely,

*Dixon Hughes Goodman LLP*

DIXON HUGHES GOODMAN LLP

Enc.



## PRIVACY SAFEGUARDS

As an added precaution, we have arranged to have AllClear ID protect your identity for 24 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 24 months.

**AllClear Identity Repair:** This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-605-5339 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

**AllClear Credit Monitoring:** This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling 1-855-605-5339 using the following redemption code: [REDACTED]

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

You may take action directly to further protect against possible identity theft or financial loss. DHG encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised 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. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files.

To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872

<https://www.freeze.equifax.com>   [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)   [www.transunion.com/securityfreeze](http://www.transunion.com/securityfreeze)

You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal

Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov). You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that they have been a victim. This notice has not been delayed as a result of a law enforcement investigation.



## AllClear Identity Repair Terms of Use

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- 24 months of coverage with no enrollment required.
- No cost to you – ever. AllClear Identity Repair is paid for by the participating Company.

### **Services Provided**

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services (“Services”) to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Identity Repair is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

### **Coverage Period**

Service is automatically available to you with no enrollment required for 24 months from the date of the breach incident notification you received from Company (the “Coverage Period”). Fraud Events (each, an “Event”) that were discovered prior to your Coverage Period are not covered by AllClear Identity Repair services.

### **Eligibility Requirements**

To be eligible for Services under AllClear Identity Repair coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen or legal resident eighteen (18) years of age or older, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

### **How to File a Claim**

If you become a victim of fraud covered by the AllClear Identity Repair services, you must:

- Notify AllClear ID by calling 1.855.434.8077 to report the fraud prior to expiration of your Coverage Period;
- Provide proof of eligibility for AllClear Identity Repair by providing the redemption code on the notification letter you received from the sponsor Company;
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require; and
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft.

### **Coverage under AllClear Identity Repair Does Not Apply to the Following:**

Any expense, damage or loss:

- Due to
  - Any transactions on your financial accounts made by authorized users, even if acting without your knowledge, or
  - Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your “Misrepresentation”);
- Incurred by you from an Event that did not occur during your coverage period; or
- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Identity Repair coverage period.

### **Other Exclusions:**

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity.
- AllClear ID is not an insurance company, and AllClear Identity Repair is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur.
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud.
- AllClear ID reserves the right to reasonably investigate any asserted claim to determine its validity. All recipients of AllClear Identity Repair coverage are expected to protect their personal information in a reasonable way at all times. Accordingly, recipients will not deliberately or recklessly disclose or publish their Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information.

### **Opt-out Policy**

If for any reason you wish to have your information removed from the eligibility database for AllClear Identity Repair, please contact AllClear ID:

<b>E-mail</b> support@allclearid.com	<b>Mail</b> AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701	<b>Phone</b> 1.855.434.8077
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[DHG Letterhead]

<<date>>

<<First\_Name>> <<Mid\_Name>> <<Last Name>>

<<Address\_Line\_1>>, <<Address\_Line\_2>>

<<City>>, <<State>> <<ZIP>>

**Re: Notice of Data Breach**

Dear <<First\_Name>> <<Mid\_Name>> <<Last Name>>:

Dixon Hughes Goodman (“DHG”) is an accounting firm that provides tax and/or accounting services for <<Client\_def1>>. We are writing to inform you of a recent event that may impact the security of your personal information. While we are unaware of any actual or attempted misuse of your information, we are writing to ensure that you are aware of the incident so that you may take steps to protect your personal information should you feel it is appropriate to do so.

**What Happened?** As part of providing tax and/or accounting services to <<Client\_def1>>, <<Client\_def1>> provided information relating to you via email to a DHG accountant or sent such information to you via email. On November 1, 2016, we discovered an unknown individual had accessed the accountant’s email account. Upon discovery, we immediately terminated the unauthorized access. We immediately launched an investigation to determine how the individual had accessed the account, the types of information contained in the email account, and whether there was any indication the information had been viewed or taken.

**What Information Was Involved?** While our investigation is ongoing, we determined on December 30, 2016, after a lengthy programmatic and manual review of the contents of the email account, that the following information relating to you was contained in the email account at the time of this incident: <<Client\_def2,>> <<client\_def3,>><<client\_def4>> and name.

**What Are We Doing?** We take this incident, and the security of your personal information, very seriously. We immediately took steps to terminate the unauthorized access, determine how this event occurred, and confirm whether information within the email account was viewed or taken by the unauthorized individual. We immediately launched a review of the contents of the email account, as well. We have provided <<Client\_def1>> with notice of this incident, and are providing notice of this incident to regulators and appropriate governmental agencies as required.

In addition to taking the above steps, and although we are unaware of any actual or attempted misuse of your information, we are providing this notice to you, along with information on how to better protect against identity theft and fraud. We are also offering you access to twenty-four (24) months of credit monitoring and identity restoration services with AllClear, at no cost to you. Instructions on how to enroll and receive these services are included in the attached Privacy Safeguards.

**What Can You Do?** We encourage you to enroll and receive the complimentary access to credit monitoring and identity restoration services we are offering with AllClear. We also encourage you to take the steps described in the enclosed Privacy Safeguards to better protect yourself against identity theft and fraud.

**For More Information.** We recognize you may have questions that are not answered in this letter. We have established a toll-free hotline to assist you with questions regarding this incident. This hotline can be reached at 1-855-605-5339, Monday through Saturday from 8 a.m. to 8 p.m. Central Time.

We are sorry for any inconvenience this incident may cause.

Sincerely,

DIXON HUGHES GOODMAN LLP

Enc.

**PRIVACY SAFEGUARDS**

As an added precaution, we have arranged to have AllClear ID protect your identity for twenty-four (24) 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 twenty-four (24) months.

**AllClear Identity Repair:** This service is automatically available to you with no enrollment required. If a problem arises, simply call «DID\_Phone» and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

**AllClear Credit Monitoring:** This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling «DID\_Phone» using the following redemption code: [REDACTED]

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

You may take action directly to further protect against possible identity theft or financial loss. DHG encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised 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. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files.

To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788

Experian Security Freeze  
P.O. Box 9554

TransUnion  
P.O. Box 2000



Atlanta, GA 30348  
1-800-685-1111  
<https://www.freeze.equifax.com>

Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/  
center.html](http://www.experian.com/freeze/center.html)

Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/  
securityfreeze](http://www.transunion.com/securityfreeze)

You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov). You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that they have been a victim. This notice has not been delayed as a result of a law enforcement investigation.

**AllClear Identity Repair Terms of Use**

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- Twenty-four (24) months of coverage with no enrollment required.
- No cost to you — ever. AllClear Identity Repair is paid for by the participating Company.

#### **Services Provided**

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services (“Services”) to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Identity Repair is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

#### **Coverage Period**

Service is automatically available to you with no enrollment required for twenty-four (24) months from the date of the breach incident notification you received from Company (the “Coverage Period”). Fraud Events (each, an “Event”) that were discovered prior to your Coverage Period are not covered by AllClear Identity Repair services.

#### **Eligibility Requirements**

To be eligible for Services under AllClear Identity Repair coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen or legal resident eighteen (18) years of age or older, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

#### **How to File a Claim**

If you become a victim of fraud covered by the AllClear Identity Repair services, you must:

- Notify AllClear ID by calling 1.855.434.8077 to report the fraud prior to expiration of your Coverage Period;
- Provide proof of eligibility for AllClear Identity Repair by providing the redemption code on the notification letter you received from the sponsor Company;
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require; and
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft.

#### **Coverage under AllClear Identity Repair Does Not Apply to the Following:**

Any expense, damage or loss:

- Due to
  - Any transactions on your financial accounts made by authorized users, even if acting without your knowledge, or
  - Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your “Misrepresentation”);
- Incurred by you from an Event that did not occur during your coverage period; or

- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Identity Repair coverage period.

**Other Exclusions:**

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity.
- AllClear ID is not an insurance company, and AllClear Identity Repair is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur.
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud.
- AllClear ID reserves the right to reasonably investigate any asserted claim to determine its validity. All recipients of AllClear Identity Repair coverage are expected to protect their personal information in a reasonable way at all times. Accordingly, recipients will not deliberately or recklessly disclose or publish their Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information.

**Opt-out Policy**

If for any reason you wish to have your information removed from the eligibility database for AllClear Identity Repair, please contact AllClear ID:

<p><b><u>E-mail</u></b> support@allclearid.com</p>	<p><b><u>Mail</u></b> AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701</p>	<p><b><u>Phone</u></b> 1.855.434.8077</p>
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[DHG Letterhead]

<<date>>

<<First\_Name>> <<Mid\_Name>> <<Last Name>>

<<Address\_Line\_1>>, <<Address\_Line\_2>>

<<City>>, <<State>> <<ZIP>>

**Re: Notice of Data Breach**

Dear <<First\_Name>> <<Mid\_Name>> <<Last Name>>:

Dixon Hughes Goodman (“DHG”) is an accounting firm that provides tax and/or accounting services. We are writing to inform you of a recent event that may impact the security of your personal information. While we are unaware of any actual or attempted misuse of your information, we are writing to ensure that you are aware of the incident so that you may take steps to protect your personal information should you feel it is appropriate to do so.

**What Happened?** As part of providing tax and/or accounting services to one of our clients, the client provided information relating to you via email to a DHG accountant or sent such information to the client via email. On November 1, 2016, we discovered an unknown individual had accessed the accountant’s email account. Upon discovery, we immediately terminated the unauthorized access. We immediately launched an investigation to determine how the individual had accessed the account, the types of information contained in the email account, and whether there was any indication the information had been viewed or taken.

**What Information Was Involved?** While our investigation is ongoing, we determined on December 30, 2016, after a lengthy programmatic and manual review of the contents of the email account, that the following information relating to you was contained in the email account at the time of this incident: <<Client\_def2,>> <<client\_def3,>><<client\_def4>> and name.

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**What Can You Do?** We encourage you to enroll and receive the complimentary access to credit monitoring and identity restoration services we are offering with AllClear. We also encourage you to take the steps described in the enclosed Privacy Safeguards to better protect yourself against identity theft and fraud.

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We are sorry for any inconvenience this incident may cause.

Sincerely,

Sincerely,

DIXON HUGHES GOODMAN LLP

[REDACTED]

Enc.

[REDACTED]

## PRIVACY SAFEGUARDS

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Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

You may take action directly to further protect against possible identity theft or financial loss. DHG encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised 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. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files.

To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze

Experian Security Freeze

TransUnion

P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
<https://www.freeze.equifax.com>

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/securityfreeze](http://www.transunion.com/securityfreeze)

You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that **their information** has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov). You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that they have been a victim. This notice has not been delayed as a result of a law enforcement investigation.

## **AllClear Identity Repair Terms of Use**

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- Twenty-four (24) months of coverage with no enrollment required.
- No cost to you — ever. AllClear Identity Repair is paid for by the participating Company.

### **Services Provided**

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services (“Services”) to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Identity Repair is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

### **Coverage Period**

Service is automatically available to you with no enrollment required for twenty-four (24) months from the date of the breach incident notification you received from Company (the “Coverage Period”). Fraud Events (each, an “Event”) that were discovered prior to your Coverage Period are not covered by AllClear Identity Repair services.

### **Eligibility Requirements**

To be eligible for Services under AllClear Identity Repair coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen or legal resident eighteen (18) years of age or older, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

### **How to File a Claim**

If you become a victim of fraud covered by the AllClear Identity Repair services, you must:

- Notify AllClear ID by calling 1.855.434.8077 to report the fraud prior to expiration of your Coverage Period;
- Provide proof of eligibility for AllClear Identity Repair by providing the redemption code on the notification letter you received from the sponsor Company;
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require; and
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft.

### **Coverage under AllClear Identity Repair Does Not Apply to the Following:**

Any expense, damage or loss:

- Due to
  - Any transactions on your financial accounts made by authorized users, even if acting without your knowledge, or
  - Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your “Misrepresentation”);



- Incurred by you from an Event that did not occur during your coverage period; or
- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Identity Repair coverage period.

**Other Exclusions:**

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity.
- AllClear ID is not an insurance company, and AllClear Identity Repair is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur.
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud.
- AllClear ID reserves the right to reasonably investigate any asserted claim to determine its validity. All recipients of AllClear Identity Repair coverage are expected to protect their personal information in a reasonable way at all times. Accordingly, recipients will not deliberately or recklessly disclose or publish their Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information.

**Opt-out Policy**

If for any reason you wish to have your information removed from the eligibility database for AllClear Identity Repair, please contact AllClear ID:

<p><b><u>E-mail</u></b> support@allclearid.com</p>	<p><b><u>Mail</u></b> AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701</p>	<p><b><u>Phone</u></b> 1.855.434.8077</p>
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DIXON HUGHES GOODMAN LLP  
Return Mail Processing  
P.O. Box 379  
Claysburg, PA 16625-0379



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##C5629-L02-0123456

SAMPLE A SAMPLE INC.

APT ABC

123 ANY ST

ANYTOWN US 12345-6789



January 26, 2017

Dear Sir or Madam:

Dixon Hughes Goodman (“DHG”) is an accounting firm that provides tax and/or accounting services for Abc Company Inc. We are writing to inform Sample A Sample Inc. of an incident that may impact the security of its business information. Although we are unaware of any actual or attempted misuse of the business information, we are writing to ensure that you are aware of the incident so that you may take steps to protect your business information should you feel it is appropriate to do so.

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**What Information Was Involved?** While our investigation is ongoing, we determined on December 30, 2016, after an extensive programmatic and manual review of the contents of the email account, that the following information relating to your organization was contained in the email account at the time of the incident: Federal Employer Identification Number and company name.

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In addition to taking the above steps, and although we are unaware of any actual or attempted misuse of your business information, we are providing this notice to you, along with information on how to better protect yourself and your business against identity theft and fraud. We are also offering your business access to twelve (12) months of credit monitoring services with Experian® SmartBusinessReports.com, at no cost to you. Instructions on how to enroll the business to receive these services are included in the attached Privacy Safeguards.

***What Can You Do?*** We encourage you to enroll and receive the complimentary access to credit monitoring services we are offering your business. We encourage you to take the steps described in the enclosed Privacy Safeguards to better protect yourself and the business against identity theft and fraud.

***For More Information.*** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (877) 218-0052, Monday through Friday, 9:00 a.m. to 7:00 p.m. EST (Closed on U.S. observed holidays) and provide reference number [REDACTED] when calling.

We are sorry for any inconvenience this incident may cause.  
[REDACTED]

Sincerely,

*Dixon Hughes Goodman LLP*

DIXON HUGHES GOODMAN LLP

Enc.



## PRIVACY SAFEGUARDS

DHG has engaged Experian® SmartBusinessReports.com, to provide you with one year of business credit monitoring, at no cost to you. This business credit monitoring membership known as Business Credit Advantage<sup>SM</sup> will identify and notify you of key changes in your Experian business credit report that may indicate fraudulent activity.

Your complimentary twelve (12) month membership includes:

- Monitoring of your business credit file with Experian – everyday!
- Unlimited access to your Experian business credit report – free!
- Email alerts of key changes indicating possible fraudulent activity

To sign up online, please visit the Web site from the link below and follow the instructions. You will be asked to enter your unique Activation Code and search Experian's database for your business. All business credit reports will be accessible to you online and alerts will be delivered via email to the email address you register.

### Activate Business Credit Advantage Now in Three Easy Steps

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If you have questions or need assistance, please call (800) 303-1640.

You may take action directly to further protect against possible identity theft or financial loss, both as an individual and as a business. DHG encourages you to remain vigilant against incidents of identity theft and fraud, to review your business account statements, and to monitor your personal and business credit reports for suspicious activity. Under U.S. law you are entitled to one free personal credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your personal file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

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TransUnion  
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Chester, PA 19016  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your personal credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised 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. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files.

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123456 ##C5629-L02-0123456  
SAMPLE A SAMPLE INC.  
APT ABC  
123 ANY ST  
ANYTOWN US 12345-6789



January 26, 2017

Dear Sir or Madam:

Dixon Hughes Goodman (“DHG”) is an accounting firm that provides tax and/or accounting services for Abc Company Inc. We are writing to inform Sample A Sample Inc. of an incident that may impact the security of its business information. Although we are unaware of any actual or attempted misuse of the business information, we are writing to ensure that you are aware of the incident so that you may take steps to protect your business information should you feel it is appropriate to do so.

**What Happened?** As part of providing tax and/or accounting services to Abc Company Inc, Abc Company Inc provided information relating to Sample A Sample Inc. to a DHG accountant. On November 1, 2016, we discovered an unknown individual had accessed the accountant’s email account. Upon discovery, we immediately terminated the unauthorized access. We immediately launched an investigation to determine how the individual had accessed the account, the types of information contained in the email account, and whether there was any indication the information had been viewed or taken.

**What Information Was Involved?** While our investigation is ongoing, we determined on December 30, 2016, after an extensive programmatic and manual review of the contents of the email account, that the following information relating to your organization was contained in the email account at the time of the incident: Federal Employer Identification Number, Financial Account Number, and company name.

**What Are We Doing?** We take this incident, and the security of your business information, very seriously. We immediately took steps to terminate the unauthorized access, determine how this event occurred, and confirm whether information in the email account was viewed or taken by the unauthorized individual. We immediately launched a review of the contents of the email account, as well. We are providing notice of this incident to regulators and appropriate governmental agencies as required.

In addition to taking the above steps, and although we are unaware of any actual or attempted misuse of your business information, we are providing this notice to you, along with information on how to better protect yourself and your business against identity theft and fraud. We are also offering your business access to twelve (12) months of credit monitoring services with Experian® SmartBusinessReports.com, at no cost to you. Instructions on how to enroll the business to receive these services are included in the attached Privacy Safeguards.

***What Can You Do?*** We encourage you to enroll and receive the complimentary access to credit monitoring services we are offering your business. We encourage you to take the steps described in the enclosed Privacy Safeguards to better protect yourself and the business against identity theft and fraud.

***For More Information.*** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (877) 218-0052, Monday through Friday, 9:00 a.m. to 7:00 p.m. EST (Closed on U.S. observed holidays) and provide reference number [REDACTED] when calling.

We are sorry for any inconvenience this incident may cause.

Sincerely,

*Dixon Hughes Goodman LLP*

DIXON HUGHES GOODMAN LLP

Enc.



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DHG has engaged Experian® SmartBusinessReports.com, to provide you with one year of business credit monitoring, at no cost to you. This business credit monitoring membership known as Business Credit Advantage<sup>SM</sup> will identify and notify you of key changes in your Experian business credit report that may indicate fraudulent activity.

Your complimentary twelve (12) month membership includes:

- Monitoring of your business credit file with Experian – everyday!
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To sign up online, please visit the Web site from the link below and follow the instructions. You will be asked to enter your unique Activation Code and search Experian's database for your business. All business credit reports will be accessible to you online and alerts will be delivered via email to the email address you register.

### Activate Business Credit Advantage Now in Three Easy Steps

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P.O. Box 379  
Claysburg, PA 16625-0379



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123456

##C5629-L02-0123456  
SAMPLE A SAMPLE INC.  
APT ABC  
123 ANY ST  
ANYTOWN US 12345-6789



January 26, 2017

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1-888-909-8872  
[www.transunion.com/securityfreeze](http://www.transunion.com/securityfreeze)

You can further educate yourself and the business regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your personal credit file by contacting the FTC or your state's Attorney General. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov) You have the right to file a police report if you or your business experience identity theft or fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that they have been a victim. This notice has not been delayed as a result of a law enforcement investigation.