

SAMPLE DATA BREACH NOTIFICATION

[Customer First Name] [Customer Last Name]

[Address 1]

[Address 2]

[City, State, Zip]

NOTICE OF DATA BREACH

Dear Customer,

We're writing to let you know about an instance in which data related to online purchases made on our website, www.glasswasherparts.com, was improperly accessed. We are informing you and any other possibly impacted customers about the incident and offering protection tips against identity theft and fraud, even if there is no proof that your information has been misused.

What Happened?

We learned of an intrusion on our website, www.glasswasherparts.com, last year on February 6, 2017. Our "platform provider," a third-party business that runs our website, was the target of the hack. By installing malware on the platform provider's servers, the hackers were able to obtain the payment card information of our clients. It is thought that the infiltration happened sometime between February and December of 2016. The credit card details from past transactions on the platform provider's servers, as well as customer information, were accessible to the attackers. Since you have already given us the details of your payment card, we are informing you of this data breach.

You might be wondering why this notification is coming to you right now. The www.glasswasherparts.com platform provider found the compromise in November. In addition, law enforcement has asked that customer notification be postponed while they conduct an active investigation into the situation.

What Information Was Involved?

The information that the attackers had access to includes your first and last name, address, phone number, and any debit or credit card numbers with expiration dates that you may have used on our website.

What Are We Doing?

Our platform provider is constantly monitoring the platform to guarantee the protection of personal data, and it has worked with a top cybersecurity company to remove the malware from its systems. Additionally, they have made contact with federal law enforcement and pledged their complete assistance with the probe.

What You Can Do?

We advise you to notify your credit or debit card company right away if you suspect your card information has been hacked in order to safeguard yourself against identity theft. After that, they can give you a new card. Additionally, we suggest that you closely examine your credit card and bank statements for any unusual behavior and notify the appropriate financial institutions of it.

For More Information

Please email us at support@glasswasherparts.com or call us at 954-960-1468 on weekdays from 10 a.m. to 5 p.m. if you need further help or have any questions.