

What You Can Do.

We encourage you to review your payment card statement for unauthorized charges. If you suspect that an unauthorized charge has been placed on your account, we encourage you to report it to your payment card issuer. According to the payment card brands' policies, you are not responsible for unauthorized charges to your account if you report them in a timely manner.

Other Important Information.

Per California law requirements, we are notifying you that we have not delayed providing this notification due to a law enforcement investigation.

For More Information. Please call our customer care center at (888) 488-5978 or visit our website www.searsholdings.com/update where we provide information regarding the incident and will post updates as necessary.



3333 Beverly Rd
Hoffman Estates, IL 60179

April 25, 2018



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ANYTOWN, US 12345-6789



Sears Holdings Management Corporation

NOTICE OF DATA BREACH

What Happened?

Sears Holdings (“Sears”) was recently notified, by a vendor providing online support services on our websites at Sears.com and Kmart.com, that the vendor had experienced a security incident in which an unauthorized individual incorporated a malicious script into our vendor’s code which was used to provide certain services on our websites. The malicious script collected personal information from customers who placed orders on the websites. You are receiving this notice because our records show that information about your Card Type ending in ##### may have been affected by this incident.

What Information Was Involved?

This incident may have involved your name, address, and payment card information.

What We Are Doing.

As soon as our vendor informed us of this incident in mid-March, Sears notified the payment card companies to help prevent potential fraud, and conducted a thorough investigation of the incident. The investigation concluded that the incident affected customers on Sears.com and Kmart.com who completed an online order between September 27, 2017 and October 12, 2017 and entered their payment card information manually on the checkout screen. Our vendor has assured us that it has taken steps to secure its systems and prevent this type of incident from occurring again in the future. There is no evidence that our stores were compromised or that any internal Sears systems were accessed by those responsible.

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