

C/O ID Experts PO Box 10444 Dublin, Ohio 43017 To Enroll, Please Call: (888) 292-8414 Or Visit: https://ide.myidcare.com/mep Enrollment Code: <<XXXXXXX>>>

<<FirstName>> <<LastName>> <<Address 1>> <<Address 2>> <<City>>, <<State>> <<Zip>>

April 13, 2018

NOTICE OF DATA BREACH

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

Mise En Place Restaurant Services, Inc. ("MEP") values and respects your privacy; accordingly, we are writing to advise you about an incident involving potential exposure of some of your personal information. You are receiving this letter because you are either a client, or an employee or investor of a MEP client, and therefore some of your information was needed for their accounting/payroll purposes. Below, we've outlined steps MEP has undertaken since discovering the incident, and provided guidance on general best practices for identity theft protection.

It is important to note that we have no indication that any business or personal information has been viewed or used inappropriately. Further, the forensics company found no evidence that this was a targeted attack. However, out of an abundance of caution, we are providing notice to all business and individuals identified as potentially affected.

What Happened?

On March 15, 2018, we discovered that a part of our network was potentially subject to a ransomware attack. We immediately contacted our IT consultant, who began an investigation into the matter. Additionally, we hired a specialized, third-party, forensic IT firm to investigate and changed all network passwords. The specialized forensic IT firm has concluded its investigation and determined that there was unauthorized access to our server between March 6, 2018 and March 15, 2018.

What Information Was Involved?

The information may have included your name, address, and Social Security number.

What We Are Doing.

What You Can Do.

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling (888) 292-8414 or going to <u>https://ide.myidcare.com/mep</u> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 5 am - 5 pm Pacific Time. Please note the deadline to enroll is July 13, 2018.

Additionally, we encourage you to review the enclosed 'Information about Identity Theft Protection' for best practices on protecting your information.

For More Information.

If you have questions or need additional information, please call toll free number (888) 292-8414, Monday through Friday, from 5:00 A.M. to 5 P.M. PST. You may also write us at 1639 11th Street, Suite 107, Santa Monica, CA 90404. Further, you can go to <u>https://ide.myidcare.com/mep</u> for assistance or for any additional questions you may have.

Thise & Matter

Elissa Phillips *Chief Executive Officer* Mise En Place Restaurant Services, Inc.

Information about Identity Theft Protection

Please Note: Minors, under the age of 18, should not have a credit history established and are under the age to secure credit. Therefore credit monitoring may not be applicable at this time. All other services provided in the membership will apply. No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.

1. Website and Enrollment. Go to <u>https://ide.myidcare.com/mep</u> and follow the instructions for enrollment using your Enrollment Code provided above. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive MyIDCare Member Website where you will find other valuable educational information.

2. Activate the credit monitoring provided as part of your MyIDCare membership, which is paid for by Mise En Place Restaurant Services, Inc. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.

3. Telephone. Contact MyIDCare at (888) 292-8414 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports and personal account statements. We recommend that you remain vigilant by reviewing account statements and monitoring free credit reports for incidents of fraud and identity theft. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to <u>www.annualcreditreport.com</u> or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with MyIDCare, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity 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 you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, to your Attorney General, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 www.alerts.equifax.com Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 www.transunion.com It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

In addition to these three credit bureaus, you can also obtain information about fraud alerts and security freezes from the Federal Trade Commission.

Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (<u>www.privacy.ca.gov</u>) for additional information on protection against identity theft.

Iowa Residents: You may report suspected incidents of identity theft to the Iowa Office of the Attorney General at Iowa Office of the Attorney General, Consumer Protection Division, Hoover State Office Building, 1305 E. Walnut St., Des Moines, IA 50319-0106, Telephone: 888-777-4590, <u>www.iowaattorneygeneral.gov</u>

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, <u>www.oag.state.md.us/Consumer</u>, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, <u>www.ncdoj.com/</u>, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, <u>www.doj.state.or.us/</u>, Telephone: 877-877-9392

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.



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What Information Was Involved?

The information may have included your name, address, Social Security or Federal Identification Number, and bank account and routing number.

What We Are Doing.

What You Can Do.

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Letterhead

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What We Are Doing.

In addition to the steps immediately taken in response to this event, MEP remains vigilant in its efforts to protect your confidential information and has already implemented additional safeguards to help prevent additional cyber-attacks. Further, we have notified the Federal Bureau of Investigation, all applicable state agencies, and the three credit reporting bureaus. Lastly, we will pursue prosecution of these criminals to the full extent of U.S. law.

While we have no indication that any personal information has been accessed or used inappropriately, as an added precaution, MEP is also providing you with identity theft protection services through ID Experts[®], the data breach and recovery services expert, to provide you with MyIDCareTM. MyIDCare services include: 12 months of credit monitoring, a \$1,000,000 insurance reimbursement policy,

exclusive educational materials and fully managed identity theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised. Please note, entities cannot enroll in MyIDCare services, however, individuals representing an entity can sign up for MyIDCare services using their personal information.

What You Can Do.

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Your Enrollment Code: [insert]

Additionally, we encourage you to review the enclosed 'Information about Identity Theft Protection' for best practices on protecting your information.

For More Information.

If you have questions or need additional information, please call toll free number (888) 292-8414, Monday through Friday, from 5:00 A.M. to 5 P.M. PST. You may also write us at 1639 11th Street, Suite 107, Santa Monica, CA 90404. Further, you can go to <u>https://ide.myidcare.com/*mep*</u> for assistance or for any additional questions you may have.

Sincerely,

Elissa Phillips *Chief Executive Officer* Mise En Place Restaurant Services, Inc.



Information about Identity Theft Protection

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2. Activate the credit monitoring provided as part of your MyIDCare membership, which is paid for by Mise En Place Restaurant Services, Inc. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.

3. Telephone. Contact MyIDCare at (888) 292-8414 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports and personal account statements. We recommend that you remain vigilant by reviewing account statements and monitoring free credit reports for incidents of fraud and identity theft. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

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If you file a theft report with MyIDCare, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity 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 you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, to your Attorney General, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 www.alerts.equifax.com Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

In addition to these three credit bureaus, you can also obtain information about fraud alerts and security freezes from the Federal Trade Commission.

Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave, NW Washington, DC 20580, <u>www.consumer.gov/idtheft</u>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

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C/O ID Experts PO Box 10444 Dublin, Ohio 43017 To Enroll, Please Call: (888) 292-8414 Or Visit: https://ide.myidcare.com/mep Enrollment Code: <<XXXXXXX>>>

<<FirstName>> <<LastName>> <<Address 1>> <<Address 2>> <<City>>, <<State>> <<Zip>>

April 13, 2018

NOTICE OF DATA BREACH

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

Mise En Place Restaurant Services, Inc. ("MEP") values and respects your privacy; accordingly, we are writing to advise you about an incident involving potential exposure of some of your personal information. You are receiving this letter because you are either a client, or an employee or investor of a MEP client, and therefore some of your information was needed for their accounting/payroll purposes. Below, we've outlined steps MEP has undertaken since discovering the incident, and provided guidance on general best practices for identity theft protection.

It is important to note that we have no indication that any business or personal information has been viewed or used inappropriately. Further, the forensics company found no evidence that this was a targeted attack. However, out of an abundance of caution, we are providing notice to all business and individuals identified as potentially affected.

What Happened?

On March 15, 2018, we discovered that a part of our network was potentially subject to a ransomware attack. We immediately contacted our IT consultant, who began an investigation into the matter. Additionally, we hired a specialized, third-party, forensic IT firm to investigate and changed all network passwords. The specialized forensic IT firm has concluded its investigation and determined that there was unauthorized access to our server between March 6, 2018 and March 15, 2018.

What Information Was Involved?

The information may have included your: name; address; Social Security number; bank account and routing number; and the login information for their bank account, insurance or vendors, if provided to MEP.

What We Are Doing.

What You Can Do.

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Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, <u>www.oag.state.md.us/Consumer</u>, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, <u>www.ncdoj.com/</u>, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, <u>www.doj.state.or.us/</u>, Telephone: 877-877-9392

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Iowa Residents: You may report suspected incidents of identity theft to the Iowa Office of the Attorney General at Iowa Office of the Attorney General, Consumer Protection Division, Hoover State Office Building, 1305 E. Walnut St., Des Moines, IA 50319-0106, Telephone: 888-777-4590, <u>www.iowaattorneygeneral.gov</u>

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, <u>www.oag.state.md.us/Consumer</u>, Telephone: 1-888-743-0023.

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