

Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301

RECEIVED
MAR 22 2019
CONSUMER PROTECTION



March 18, 2019

Re.: Notice of Data Breach

To whom it may concern:

Pursuant to relevant state law, Sixt Rent A Car, LLC ("Sixt") is providing notice of a data security breach to your office. Sixt sent a notice to the 1 individual who resides in New Hampshire to advise that a then-current Sixt employee made an unauthorized copy of certain information. The information included the individual's name and debit or credit card information. The notice was sent to the affected individual via certified mail on or about March 16, 2019.

As described in the attached example notification, the incident occurred on February 14, 2019. Sixt discovered the incident on February 19, 2019. Sixt notified and is cooperating with law enforcement's investigation of this incident. The individual who made unauthorized copies of customer information no longer works at Sixt.

Sixt is providing the affected individual with 1 year of credit monitoring and identity theft protection services. Information regarding these services, as well as additional information to assist the individual, will be detailed in the individual's notification. Sixt has adopted enhanced security practices to prevent a similar incident from occurring in the future, including implementing heightened security measures through the performance of continuous compliance assessments and training seminars.

If you would like any additional information concerning the incident, please contact me at your convenience.

Sincerely,

Jenny Burkert
Director of Corporate Security
Sixt Rent A Car, LLC
1501 NW 49th Street, Ste. 100
Fort Lauderdale, FL 33309
(954) 707-4110



[NAME]
[ADDRESS]
[ADDRESS]

[DATE]

Dear [FIRST NAME],

We recently became aware of a security incident affecting the personal information of certain customers. We are providing this notice to inform you of the incident and to call your attention to some steps you can take to help protect yourself. On behalf of Sixt Rent A Car, LLC ("Sixt"), we sincerely regret any concern this may cause you.

What Happened

We recently learned that a then-current Sixt employee improperly made handwritten notes of certain payment card information relating to a small number of our customers. Such misconduct is in strict violation of Sixt policies.

What Information Was Involved

The information included in the handwritten notes included debit or credit card information, including cardholder name, card number, and card expiration date, for a small number of our customers. Based on our investigation, it appears you were one of the individuals whose information was included in the handwritten notes and therefore your information could be affected by this incident. Our investigation has not found any evidence that this incident involves any unauthorized access to or use of any of our internal computer systems or network.

What We Are Doing

We take the privacy of personal information held in our care extremely seriously, and deeply regret that this incident occurred. The individual who made unauthorized copies of customer information no longer works at Sixt, and we are cooperating with law enforcement's investigation of this incident. As security of customer information is of the utmost importance to Sixt, we have taken additional steps to protect our customers against future incidents by instituting more stringent company policies and procedures focused on data security. Sixt has ensured an ongoing commitment to such updated policies through the performance of continuous compliance assessments and training seminars.

What You Can Do

We want to make you aware of steps you can take to guard against fraud or identity theft. You may wish to carefully review your credit and debit card account statements as soon as possible in order to determine if there are any discrepancies or unusual activity listed. We urge you to remain vigilant and continue to monitor statements for unusual activity going forward. If you see anything you do not recognize, then you should immediately notify the issuer of the credit or debit card, dispute such activity, and follow the issuer's recommended course of action, which may include cancelling and obtaining a new card. You may also wish to notify relevant authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission. In instances of payment card fraud, it is important to note that cardholders are typically not responsible for any fraudulent activity that is reported in a timely fashion.

We also strongly encourage you to take precautionary measures now to help prevent and detect any misuse of your information. The "Information about Identity Theft Protection" reference guide, included with this letter, describes additional steps that you may take to help protect yourself, including recommendations by the Federal Trade



Commission regarding identity theft protection and details on placing a fraud alert or a security freeze on your credit file.

In addition, to help protect your identity, we are offering one year of complimentary membership in Experian IdentityWorksSM, which helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. Please refer to the additional information about these services and instructions on completing the enrollment process included with this letter.

For More Information

For more information about this incident, or if you have additional questions or concerns about this incident, you may contact us directly at (954) 707-4110 between 10:00 AM to 5:00 PM, Monday through Friday, or via email at security-us@sixt.com.

Again, we sincerely regret any concern this event may cause you.

Sincerely,

Jenny Burkert
Director of Corporate Security
Sixt Rent A Car, LLC
1501 NW 49th Street, Ste. 100
Fort Lauderdale, FL 33309
(954) 707-4110



Information about Identity Theft Protection

To help protect your identity, we are offering a complimentary membership in Experian's® IdentityWorks®. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. Included with this service are fraud resolution services that provide an Experian Fraud Resolution agent to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition). While this Fraud Resolution assistance is immediately available to you without any further action on your part, you can also activate the fraud detection tools available through enrolling in IdentityWorks® at no cost to you. To enroll in these services, visit: www.experianidworks.com/3bcredit by [DEADLINE], and use the following activation code: [NUMBER]. You may also enroll over the phone by calling 877-890-9332 between the hours of 9:00 AM and 9:00 PM (Eastern Time), Monday through Friday and 11:00 AM and 8:00 PM Saturday (excluding holidays). Please provide the following engagement number as proof of eligibility: [NUMBER]. By law, we cannot enroll you on your behalf.

Once you enroll in IdentityWorks, you will have access to the following features:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance¹:** Provides coverage for certain costs and unauthorized electronic fund transfers

There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

Review Accounts and Credit Reports: You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's 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 and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

Security Freezes and Fraud Alerts: You have a right to place a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security

¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

Additional Information for Massachusetts Residents: Massachusetts law gives you the right to place a security freeze on your consumer reports. The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company. (By law, you have a right to obtain a police report relating to this incident, and if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.) You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number, date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

National Credit Reporting Agencies Contact Information

Equifax (www.equifax.com)

General Contact:

P.O. Box 740241
Atlanta, GA 30374
800-685-1111

Fraud Alerts and Security Freezes:

P.O. Box 740256, Atlanta, GA 30374

Experian (www.experian.com)

General Contact:

P.O. Box 2002, Allen, TX 75013
888-397-3742

Fraud Alerts and Security

Freezes:

P.O. Box 9556, Allen, TX 75013

TransUnion (www.transunion.com)

**General Contact, Fraud Alerts
and Security Freezes:**

P.O. Box 2000
Chester, PA 19022
888-909-8872