

TFS LOGO 19001 South Western Avenue
EF12 Privacy Compliance
Torrance, CA 90501

December 9, 2015

JUDY DOE
1234 HARRY POTTER PLACE
GRINGOTT, CA 99999

RE: Account Number: 01234XXXXX

Dear JUDY DOE,

We are contacting you because we have become aware of a data security incident that involved some of your personal information. On August 5, 2015, an unencrypted email containing customer information was sent to a TFS vendor partner authorized to perform computer system enhancements. The email contained the following information associated with your account: name, TFS account number, bank account number and bank routing number.

We have no reason to believe that the email was intercepted, and the vendor has confirmed the email has been deleted. We deeply regret that this incident occurred and want to assure you that corrective measures are being taken to help prevent issues such as this from occurring in the future.

The privacy and security of our customers' information is very important to us. To help protect our customers, TFS is offering you one year of free credit monitoring through ConsumerInfo.com, Inc., an Experian® company.

You can activate your free ProtectMyID Now credit monitoring in Three Easy Steps:

1. ENSURE That You Enroll By: March 31, 2016 (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: <INSERT CODE>

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide Engagement # PC97981.