
From: Compare.com Insurance Agency, LLC <compare.comnotification@mail.csid.com>
Sent: Friday, April 18, 2025 8:00 AM
To: [REDACTED]
Subject: Notice of Data Security Incident

April 18, 2025

RE: Notice of Data Security Incident

Dear [REDACTED],

We are writing to notify you that Compare.com Insurance Agency, LLC ("Compare.com") recently discovered an incident that may affect the security of your personal information. It is important to note that we have no evidence that your personal information has been used inappropriately or fraudulently, but we want to provide you with information about the incident, the steps we are taking in response, and the steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so.

What Happened?

On January 16, 2025, Compare.com identified suspicious activity on its network. Compare.com immediately launched an investigation with the assistance of outside cyber experts, including outside counsel and forensic investigators, and notified law enforcement. Our investigation revealed that an unauthorized third-party accessed Compare.com's system and took certain files that contained personal information of a small number of individuals. On March 19, 2025, we confirmed that your personal information was among the information impacted.

What Information Was Involved?

The files at issue contained information you provided to Compare.com in connection with obtaining a quotation for auto insurance and included your name and date of birth. While there is no evidence that the information has been used in an unauthorized way, we did want to make you aware of the situation out of an abundance of caution given the nature of this information.

What Are We Doing?

We take the protection of your personal information seriously and are taking steps to prevent a similar occurrence. Immediately upon learning of this incident, we launched a

forensic investigation and recovery effort with the assistance of a third-party forensic investigative firm. We also have taken steps to reinforce our systems and information security protocols in an effort to prevent incidents like this from occurring in the future.

What You Can Do.

The below Reference Guide describes additional steps that you can take and provides resources for additional information. We encourage you to read and follow these steps as well.

For More Information.

We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, please call 833-918-4990 toll-free Monday – Friday, 8 am – 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide your engagement number [REDACTED].

Sincerely,

Compare.com Information Technology

REFERENCE GUIDE

If you suspect that you are a victim of identity theft or credit fraud, we encourage you to remain vigilant and consider taking the following steps:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the FTC’s website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually; they provide your free report only through the website or toll-free number. When you receive your credit report, review the entire report carefully. Look for any inaccuracies and/or accounts you don’t recognize and notify the credit bureaus as soon as possible if there are any.

Place a Fraud Alert on Your Credit File: A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below.

Equifaxwww.equifax.com

1-800-525-6285

P.O. Box 740241

Atlanta, Georgia 30374-0241

Experianwww.experian.com/

1-888-397-3742

P.O. Box 9532

Allen, Texas 75013

TransUnionwww.transunion.com

credit-help

1-800-680-7289

Fraud Victim Assistance

Division

P.O. Box 2000

Chester, Pennsylvania 19016

Place a Security Freeze on Your Credit File. You have the right to place a "security freeze" on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can request a security freeze free of charge by contacting the credit bureaus using the same contact information noted above.

The credit bureaus may require that you provide proper identification prior to honoring your request. In order to request a security freeze, you will need to provide: (1) Your full name (including middle initial as well as Jr., Sr., II, III, etc.); (2) Social Security number; (3) Date of birth; (4) If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years; (5) Proof of current address, such as a current utility bill or telephone bill; (6) A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and (7) If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to law enforcement agency concerning identity theft.

Placing a security freeze on your credit file may delay, interfere with, or prevent timely approval of any requests you make for credit, loans, employment, housing or other services. For more information regarding credit freezes, please contact the credit reporting agencies directly.