



601 E Street NW  
Washington, DC 20049  
www.aarp.org

July 6, 2020

Office of the Washington Attorney General  
VIA EMAIL: SecurityBreach@atg.wa.gov

RE: AARP.org Notification

Dear Sir or Madam:

I am writing to inform you that we believe there has been an unauthorized attempt to access multiple users' accounts on AARP.org. Please be aware that this was not the result of any security failure of AARP. Rather, we believe multiple user credentials were obtained through a breach of another entity and were later used by an unauthorized person or entity to attempt access AARP.org user accounts using those same credentials. A user's date of birth is included in their AARP.org user profile. No other personal information that is defined as "personal information" under RCW 19.255.010 was in the accounts in question.

We became aware of this matter on June 6, 2020 and provided email notification to AARP.org users on June 8, 2020, which required users to reset their AARP.org password and informed users that they should reset their passwords at other sites where they may use the same password. We provided a follow-up, hard copy notification to users on July 6, 2020, a copy of which is attached to this letter.

We believe approximately 1,456 Washington residents may have been affected.

If you have questions or need additional information regarding this matter, please contact me at [ajeane@aarp.org](mailto:ajeane@aarp.org) or (202) 434-2378.

Respectfully,

Audrey Jean  
SVP, Privacy Officer & Senior Associate General Counsel  
AARP



[NAME]

[ADDRESS]

July 6, 2020

RE: Follow-Up to June 8, 2020 Email re AARP.org Password Reset

On June 8, 2020 you received an email from us informing you that we believed there had been an unauthorized attempt to access your account on AARP.org and that you needed to reset your AARP.org password. We are required by state law to send you this written notification, but want to emphasize that there has been **no additional security incident** or additional disclosure of personal information.

**What Happened:** As we stated in our email to you, on June 6, 2020 we believe there were one or more unauthorized attempts to access your account. Please be aware that this was not the result of any security failure of AARP; rather, we believe your credentials were obtained through a breach of another entity and were later used by an unauthorized person or entity to attempt access to your AARP.org account using those same credentials.

**Personal Information Involved:** Your date of birth as it appears in your AARP.org profile. This is the only information involved that requires notice to you under state law.

**What We Are Doing:** We required all AARP.org account holders to reset their passwords at our site and other sites where they may use the same password.

**What You Can Do:** We encourage you to always use good security practices, such as using strong passwords, using a secure password manager or changing your passwords on a regular basis, and never sharing your passwords with anyone else.

Should you have a need for the contact information for the major credit reporting bureaus, please see the following:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Additional Questions:** If you have additional questions not addressed in this notice letter, you may contact an AARP representative at 1-888-OUR-AARP (1-888-687-2277) or by email at [ConsumerCare@aarp.org](mailto:ConsumerCare@aarp.org).

Sincerely,

Audrey Jean  
SVP, Privacy Officer and Senior Associate General Counsel  
AARP