

March 15, 2016

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ATTORNEY GENERAL  
OF WASHINGTON

Bob Ferguson  
Office of the Attorney General  
1125 Washington Street SE  
P.O. Box 40100  
Olympia, WA 98504-0100  
SecurityBreach@atg.wa.gov

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MAR 17 2016

CONSUMER PROTECTION DIVISION  
SEATTLE

Mr. Ferguson:

On behalf of Advance Auto Parts, I am writing to inform you about a recent incident involving information relating to Advance Auto Parts employees.

Specifically, on March 7, 2016, a third party obtained unauthorized access to employee information. This access was through a phishing-type attack in which an outside party posing as an Advance employee convinced an employee to provide a file containing information about certain individuals who worked for Advance during 2015. The employee believed the email request for this file was a legitimate internal data request. Through our investigation, we have determined that the third party had access to an employee's name and Social Security number, 2015 gross wages and the state(s) in which the employee files income taxes.

We will notify 544 employees who are Washington residents of this incident by mail on March 17, 2016 and, in some instances, by e-mail and in-person briefing on March 16, 2016. Attached is a sample of that letter. We have also arranged for AllClear ID to provide employees with two-years of identity protection services (AllClear SECURE and AllClear PRO), at no charge to the employees.

Please do not hesitate to contact me at (540) 561-1173 if you have any questions.

Sincerely,



Tammy Moss Finley  
Executive Vice President,  
Human Resources & General Counsel

Attachment



Processing Center • P.O. BOX 141578 • Austin, TX 78714

00001  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

Dear John Sample,

## NOTICE OF DATA BREACH

March 17, 2016

On behalf of Advance Auto Parts, I am writing to inform you about a recent incident that exposed some employee information about you. We take the protection of employee information very seriously. This is why we are contacting you directly to let you know what occurred and how we are responding to assist you.

**WHAT HAPPENED.** On March 7, 2016, a third party obtained unauthorized access to employee information. This access was through a phishing-type attack in which an outside party posing as an Advance employee convinced an employee to provide a file containing information about certain individuals who worked for Advance during 2015. The employee believed the email request for this file was a legitimate internal data request. The information was not obtained through a breach of Advance's information systems.

**WHAT INFORMATION WAS INVOLVED.** The employee information involved included your name, your Social Security number, your 2015 gross wages, and the state(s) in which you pay income taxes.

**WHAT WE ARE DOING.** We learned of and began investigating the matter on March 7 and quickly determined the nature and scope of the incident. We also notified federal law enforcement of this incident, requesting that they investigate fully. We are currently communicating to all relevant current and former employees and are offering free identity protection services and hotline support. We will continue to assess any additional actions needed to protect our employee information.

**WHAT YOU CAN DO.** We recommend that you review the information provided in this letter for some steps that you may take to protect yourself against potential misuse of your personal information.

As a precaution, we have engaged AllClear ID to provide you with the following **identity protection services for 24 months at no cost to you.**

- **AllClear SECURE:** The team at AllClear ID is ready and standing by if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-904-5736 and a dedicated investigator can assist you in your efforts to recover financial losses, restore your credit and make sure your identity is returned to its proper condition.



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- AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling 1-855-904-5736 using the following Redemption Code: Redemption Code.

You should remain vigilant for incidents of fraud and identity theft, including by regularly reviewing your account statements and monitoring free credit reports. If you discover any suspicious or unusual activity on your accounts or suspect identity theft or fraud, be sure to report it immediately to your financial institutions.

In addition, you may contact the Federal Trade Commission ("FTC") or law enforcement to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's Web site, at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or call the FTC at (877) IDTHEFT (438-4338), or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may also periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You may contact the nationwide credit reporting agencies at:

Equifax (800) 525-6285 P.O. Box 740241 Atlanta, GA 30374-0241 <a href="http://www.equifax.com">www.equifax.com</a>	Experian (888) 397-3742 P.O. Box 9701 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a>	TransUnion (800) 916-8800 Fraud Victim Assistance Division P.O. Box 2000 Chester, PA 19022 <a href="http://www.transunion.com">www.transunion.com</a>
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In addition, you may obtain additional information from the FTC and the credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file. In addition, you can contact the nationwide credit reporting agencies at the following numbers to place a security freeze to restrict access to your credit report:

Equifax – (800) 349-9960  
Experian – (888) 397-3742  
TransUnion – (888) 909-8872

You will need to supply your name, address, date of birth, Social Security number and other personal information. The fee to place a credit freeze varies based on where you live. After receiving your request, each credit reporting agency will send you a confirmation letter containing a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.

Additionally, the FTC and the Internal Revenue Service ("IRS") both generally recommend that individuals who believe that they may be at risk of taxpayer refund fraud should, in addition to the above-described steps, file their income taxes as soon as possible. The IRS further suggests that a taxpayer who is an actual or potential victim of identity theft complete and submit to the IRS Form 14039 (Identity Theft Affidavit). Form 14039 is available at

<https://www.irs.gov/pub/irs-pdf/f14039.pdf>. Upon receipt of this affidavit, the IRS may flag your taxpayer account to identify questionable activity.

**FOR MORE INFORMATION.** Please know that we sincerely regret any inconvenience or concern this incident may cause you. We have established a **dedicated hotline** that you can call if you have questions regarding this incident. The toll-free hotline number is 1-855-904-5736. You may also go to a **dedicated website** at [aap.allclearid.com](http://aap.allclearid.com) to obtain additional information.

Sincerely,



Tammy Moss Finley  
Executive Vice President, Human Resources and General Counsel



*IF YOU ARE AN IOWA RESIDENT:* You may contact local law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. You can contact the Iowa Attorney General at:

Office of the Attorney General  
1305 E. Walnut Street  
Des Moines, IA 50319  
(515) 281-5164  
<http://www.iowaattorneygeneral.gov/>

*IF YOU ARE A MARYLAND RESIDENT:* You may obtain information about avoiding identity theft from the FTC or the Maryland Attorney General's Office. These offices can be reached at:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(877) IDTHEFT (438-4338)  
<http://www.ftc.gov/idtheft/>

Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
(888) 743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

*IF YOU ARE A NORTH CAROLINA RESIDENT:* You may obtain information about preventing identity theft from the FTC or the North Carolina Attorney General's Office. These offices can be reached at:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(877) IDTHEFT (438-4338)  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)

North Carolina Department of Justice  
Attorney General Roy Cooper  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226  
<http://www.ncdoj.com>

