

May 22, 2020

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**VIA E-MAIL**

Washington Attorney General's Office  
800 5th Ave, Suite 2000  
Seattle, WA 98104-3188  
[SecurityBreach@atg.wa.gov](mailto:SecurityBreach@atg.wa.gov)

**Re: Notification of Security Breach**

To Whom It May Concern:

I am writing on behalf of Mathway, LLC, to inform you that they have recently become aware that certain Mathway customer account data was acquired by an unauthorized party. After receiving an initial tip, Mathway launched an investigation and was able to confirm on May 15, 2020, that Mathway data had been inappropriately acquired. This incident may have resulted in the unauthorized access to email addresses and hashed and salted passwords for more than 500 residents of your state. Mathway does not collect location information, so it is unable to estimate the number of affected residents.

Mathway is working with external cybersecurity experts to investigate this incident, address any vulnerabilities, and remediate the incident. They are also requiring that all affected individuals change their passwords.

Please find enclosed a copy of the notification that will be sent to the affected individuals beginning Friday, May 22, 2020.

Please contact me at the above address with any questions or concerns regarding this incident.

Sincerely,



Amelia M. Gerlicher

Enclosure

**Subject: Notice of Data Security Incident**



**Dear Mathway user:**

**What Happened?**

We are writing to let you know that we recently discovered that certain Mathway customer account data was acquired by an unauthorized party. After receiving a tip, we retained a leading data security firm to investigate and confirmed on May 15 that Mathway data had been inappropriately acquired.

**What Information Was Involved?**

Based on our investigation to date, the information involved included the email address you use to log into Mathway and the hashed and salted password associated with the account. **We have no reason to believe that your credit card or any further personal information was affected in this incident.** If you have previously purchased a subscription with Mathway, that information is stored in a separate system with no evidence of access.

**What Are We Doing?**

In light of this incident, we will require that you change the password that you use on our service. Please see instructions below.

Upon learning of this issue, we took steps to understand the nature and scope of the potential access, and engaged outside cybersecurity specialists to investigate. We are working with these experts to address any vulnerabilities and remediate the incident. We continue to monitor our systems for unauthorized access and have introduced additional security measures. We are also coordinating with law enforcement to investigate the incident.

**What Can You Do?**

If you have not changed your password since May 22, please change your password now. To change your password:

1. Visit [mathway.com/settings](https://mathway.com/settings)
2. Expand the **Password** section
3. Follow on-screen instructions

You should also change your password on any other account where you use the same password that you use for Mathway.

If you are not an active subscriber and you want to delete your account, please visit the **Account** section at [mathway.com/settings](https://mathway.com/settings).

This incident did not affect your credit or involve information used to obtain credit. However, we are required by law to provide additional information to you in this letter regarding those issues. This information is provided below.

**More Information**

For the latest information on this incident you may contact us at [support@mathway.com](mailto:support@mathway.com) or visit [Mathway.com/security](https://mathway.com/security).

On behalf of Mathway, we regret any inconvenience this may cause you.

Sincerely,

Jake Kuehner  
President, Mathway

## Identity Theft Information

**This incident did not affect your credit or involve information that can be used to obtain credit.** However, the following resources can help you learn more about protecting yourself or recovering from identity theft.

You can contact the credit reporting agencies to apply a fraud alert or credit freeze, or to find additional information about preventing identity theft.

- Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9554, Allen, TX 75013
- TransUnion: 1-800-916-8800; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000

Suspected identity theft should be reported to law enforcement, your attorney general, or the Federal Trade Commission, which also offers information about avoiding identity theft. The FTC can be reached at 1-877-ID-THEFT or through their website at <http://identitytheft.gov>.

*IF YOU ARE A NEW YORK RESIDENT:* You may also obtain information about preventing identity theft from the New York Department of State's Division of Consumer Protection. This office can be reached at:

New York State Division of Consumer Protection  
123 William Street  
New York, NY 10038-3804  
1 (800) 697-1220  
<http://www.dos.ny.gov/consumerprotection>

One Commerce Plaza  
99 Washington Ave.  
Albany, NY 12231-0001