

June 16, 2016

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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: Updated Information Regarding Security Breach**

To Whom it May Concern:

I write on behalf of Uber Technologies, Inc. ("Uber"), to provide notification regarding unauthorized access to electronic files in a proprietary database by a party unaffiliated with Uber. Uber first notified drivers regarding this incident in February 2015, before notification to your office was required by statute. However, Uber has now learned that the database contains the names and driver's license numbers of additional residents of your state.

The database in question is highly complex from a technical standpoint. A forensic firm analyzing the database in connection with a lawsuit discovered additional information. As a result of this analysis, Uber learned that the database contains the driver's license numbers of additional drivers. We are sending the enclosed notification of the incident to all such individuals, including 1,355 residents of your state.

To date, Uber has not received any reports of actual misuse of any information as a result of this incident, including with respect to any of the individuals whose information was recently discovered in the database.

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

Very truly yours,



Amelia M. Gerlicher

Enclosure

PO BOX 510390  
LIVONIA MI 48151-6267  
RETURN SERVICE REQUESTED



1455 Market Street  
San Francisco, CA 94103  
UBER.com

June 15, 2016



P19HVZ00100001-000687604



MOUSE1 MICKEY1  
307 CALIFORNIA ST  
SUISUN CITY CA 94585

**RE: Notice of Data Breach. Please read this entire letter.**

Dear **MOUSE1 MICKEY1** :

I'm writing to let you know that an Uber database was accessed by an unauthorized third party, and that as an Uber driver partner, your information may have been affected.

**What Happened?**

Uber discovered in September 2014 that information allowing access to the database had been available without intended access restrictions. We immediately ensured that the database was no longer accessible using that information, and have taken additional safety measures to protect your information. We also determined that the database was accessed only once by a third party, on May 13, 2014.

**What Information Was involved?**

Your name and driver's license number were contained in the database. Your information was not initially identified as part of the database; however, after extensive analysis and investigation, it was determined in May 2016 that your personal information was within the database. We have not received any reports of actual misuse of information as a result of this incident, but Uber recommends that you monitor your credit reports for fraudulent transactions or accounts.

**What Are We Doing?**

In addition to restricting access to the database as described above, Uber has continued to investigate the incident, resulting in this notice to you.

To help protect your identity, we are offering a complimentary one-year enrollment in My TransUnion Monitoring, a credit monitoring service provided by a subsidiary of TransUnion®, one of the three nationwide credit reporting agencies. This service helps detect possible misuse of your personal information, provides you with superior identity protection support focused on immediate identification and resolution of identity theft, and up to \$1,000,000 in identity theft insurance with no deductible. More information on My TransUnion Monitoring is below.

**What You Can Do**

We recommend enrolling in the My TransUnion Monitoring service, and reviewing the additional steps described below.

If you have any questions about this incident, please contact us at [notice@uber.com](mailto:notice@uber.com) or call us at (800) 870-8534.

On behalf of Uber, I apologize for this inconvenience and thank you for your partnership.

Sincerely,

Legal Director - Privacy  
Derek Care

## Activate My TransUnion Monitoring in Three Easy Steps

To enroll in this service, go to **www.transunionmonitoring.com** and enter the following unique 12-letter Activation Code [REDACTED] and follow the three steps to receive your credit monitoring service online within minutes.

You may alternatively enroll in a similar offline credit monitoring service that is delivered via U.S. Mail. To enroll, call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the following 6-digit telephone pass code **690137** and follow the additional steps provided to complete enrollment.

You can sign up for the online or offline credit monitoring service anytime between now and **September 30, 2016**. Enrolling in this service will not affect your credit score.

### Additional Steps You Can Take

You may obtain a free copy of your credit report from each of the three credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling toll-free (877) 322-8228. Please review the reports carefully, and if you find anything you do not understand or that is incorrect, contact the appropriate credit-reporting agency for assistance. If you suspect fraud, you can also contact your local police, the attorney general of your state, or the Federal Trade Commission.

You may also contact the credit reporting agencies directly to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account, but might also delay any requests you might make for new accounts. Ask the credit reporting agencies for their specific procedures regarding security freezes.

#### Equifax

1-800-525-6285

<https://www.alerts.equifax.com>

<https://www.freeze.equifax.com>

P.O. Box 740241

Atlanta, GA 30374-0241

#### Experian

1-888-397-3742

[www.experian.com/fraud](http://www.experian.com/fraud)

[www.experian.com/freeze](http://www.experian.com/freeze)

P.O. Box 9554

Allen, TX 75013

#### TransUnion

1-800-680-7289

[www.transunion.com/fraud](http://www.transunion.com/fraud)

[www.transunion.com/freeze](http://www.transunion.com/freeze)

P.O. Box 2000

Chester, PA 19016-2000

The Federal Trade Commission also provides information about how to avoid identity theft and what to do if you suspect your identity has been stolen. They can be contacted at FTC Identity Theft Clearinghouse, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, 1-877-ID-THEFT (877-438-4338) or [consumer.ftc.gov](http://consumer.ftc.gov).

#### *Additional information for residents of North Carolina:*

You can also contact your state attorney general for information on preventing identity theft: Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.com/](http://www.ncdoj.com/), Telephone: 1-919-716-6400.

#### *Additional information for residents of Maryland:*

You can also contact your state attorney general for information on preventing identity theft: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.