

## NOTICE OF DATA INCIDENT

July 3, 2020

### ABOUT THE DATA INCIDENT

Mark's Plumbing Parts ("Mark's Plumbing") is providing notice of a recent incident that may affect the security of certain personal information on Mark's Plumbing's systems.

**What Happened?** On June 14, 2020, Mark's Plumbing discovered a malware incident impacting certain company systems. Mark's Plumbing immediately launched an investigation to determine the nature and scope of the event. The ongoing investigation determined that some systems were accessed by an unauthorized actor sometime between June 12, 2020 and until Mark's Plumbing contained the incident on or around June 15, 2020. Mark's Plumbing stores information relating to employees, vendors, and customers on its systems and for this reason this type of information may have been accessed and/or acquired as a result of this incident.

**What Information was Involved?** The investigation determined that at the time of the incident the involved systems may have contained information including: names, Social Security numbers, Driver's License Numbers, financial account information, Mark's Plumbing emails and passwords, Mark's Plumbing employer-assigned ID numbers, and/or dates of birth. The systems may have also contained payment card information for certain customers and vendors.

**What is Mark's Plumbing Doing?** Mark's Plumbing takes this incident and the security of personal information in its care very seriously. Upon learning of this incident, Mark's Plumbing moved quickly to investigate and respond to this incident, assess the security of its systems, and notify potentially affected individuals. Mark's Plumbing is currently in the process of restoring its systems to full functionality. As part of its ongoing commitment to the security of information, Mark's Plumbing notified federal law enforcement and is taking steps to enhance the security of its systems.

As a precautionary measure, Mark's Plumbing is notifying potentially affected individuals so that they may take further steps to best protect their personal information, should they feel it is appropriate to do so. As an added precaution, Mark's Plumbing is offering these individuals access to 12 months of free identity monitoring services through Kroll.

**What Can I Do?** Please review the below *Steps Individuals Can Take to Help Protect Personal Information*. We encourage individuals to remain vigilant against incidents of identity theft and fraud, to review their account statements, and to monitor their credit reports for suspicious activity.

**Where Can I Get More Information?** Mark's Plumbing understands that individuals may have questions about this incident. Please call the dedicated assistance line that Mark's Plumbing helped set-up at 1- 844-951-2877 Monday through Friday 8:00am to 5:30pm Central Time.

### STEPS INDIVIDUALS CAN TAKE TO PROTECT PERSONAL INFORMATION

#### **Monitor Accounts**

Mark's Plumbing encourages individuals to remain vigilant against incidents of identity theft and fraud, to review their account statements regularly, and to monitor their credit reports for suspicious activity.

Under U.S. law, consumers are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-

322-8228. Consumers may also contact the three major credit bureaus listed below directly to request a free copy of a credit report.

Consumers have the right to place a “security freeze” on a credit report, which will prohibit a consumer reporting agency from releasing information in the credit report without the consumer’s express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in the consumer’s name without consent. However, it should be noted that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, a consumer cannot be charged to place or lift a security freeze on a credit report. To place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

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

**TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

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

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, the following information will be required:

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.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. Victims of identity theft are entitled to an extended fraud alert, which is a fraud alert lasting seven years. To place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

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

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

[www.transunion.com/fraud-victim-resource/fraud-alerts](http://www.transunion.com/fraud-victim-resource/fraud-alerts)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); or TTY 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.