

February 26, 2018

**VIA EMAIL**

Office of the Attorney General of Louisiana  
Consumer Protection Section  
1885 North Third Street  
Baton Rouge, LA 70802  
consumerinfo@ag.louisiana.gov

**Re: Notice Concerning Data Incident**

Dear Sir or Madam:

On February 2, 2018, MoneyGram was notified by its local collections counsel, Kovalchuk Law Offices PA, that one of Kovalchuk's attorneys was the victim of theft when his car was stolen on or around February 1, 2018. At the time of the theft, the attorney had hard copy debtor collections files in his car.

Upon learning of the incident, MoneyGram initiated an investigation into the matter and has been working closely with Kovalchuk Law Offices ever since. The Kovalchuk Law Offices contacted local law enforcement immediately after the theft and have filed a police report. MoneyGram and the Kovalchuk Law Offices have been working and cooperating with law enforcement to investigate the theft and help catch the perpetrator.

Based on MoneyGram's own investigation and the information provided by Kovalchuk Law Offices, it appears that the personally identifiable information of 81 consumers may have been contained in the hard copy collections files that were stolen along with the attorney's car. Though MoneyGram has no evidence to suggest that any personal information has been fraudulently used or compromised, the stolen files did contain personal information about consumers, including: (1) first and last name, (2) address, (3) Social Security number, (4) email address, and (5) telephone number.

Based on the information provided by Kovalchuk Law Offices, the personal information of only **two (2)** Louisiana residents were potentially impacted by this incident. Although there is no evidence to suggest that any personal information has been fraudulently used or compromised, out of an abundance of caution, MoneyGram will be sending written notice by U.S. Mail to impacted individuals on or about

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February 23, 2018. A copy of this notice is enclosed. We are also writing to keep you informed of this matter, as we and our client are committed to working with you to address any questions you may have.

MoneyGram has provided potentially impacted individuals with detailed information regarding steps they can take to protect themselves from fraud and identity theft. And even though MoneyGram has no evidence that any personal information has been fraudulently used or compromised, MoneyGram is offering impacted individuals two years of free credit monitoring and identity theft protection services as a precautionary measure.

We assure you that our client, MoneyGram, takes this issue, and the privacy and security of consumers, very seriously. If you have any questions or require further information, please feel free to contact me at [krollins@sheppardmullin.com](mailto:krollins@sheppardmullin.com) or (212) 634-3077.

Best Regards,

A handwritten signature in black ink, appearing to read 'Kari M. Rollins', with a large, stylized loop at the end.

Kari M. Rollins

Enclosure

SMRH:227392706.1



2828 N. Harwood Street, 15<sup>th</sup> Floor  
Dallas, Texas 75201

February 23, 2018



##D5447-L01-0123456  
SAMPLE A SAMPLE  
123 ANY ST  
ANYTOWN, US 12345-6789

Dear Sample A Sample,

### Notice of Data Breach

#### What Happened?

Recently, MoneyGram International, Inc. was notified by its local collections counsel, Kovalchuk Law Offices PA, that one of Kovalchuk's attorneys was the victim of theft when his car was stolen on or around February 1, 2018. At the time of the theft, the attorney had hard copy collections files in his car. Based on our investigation, we believe those hard copy collections files contained information relating to you. And because we take very seriously the security of your information, we are notifying you of this incident.

#### What Information Was Involved

Based on our own investigation and the information provided to us by Kovalchuk Law Offices, it appears that your first and last name, address, telephone number, email address, and Social Security Number may have been contained in the attorney's collection files.

#### What We Are Doing

Immediately upon being informed of the incident, we initiated an investigation into the matter and have been working closely with Kovalchuk Law Offices ever since. The Kovalchuk Law Offices contacted local law enforcement immediately after the theft and have filed a police report. We and the Kovalchuk Law Offices are working and cooperating with law enforcement to investigate the theft and help catch the perpetrator.

**Free fraud detection and identity theft protection.** Though we have no reason to believe that your information has been misused, as a precautionary measure, we have arranged for you to receive 24 months of **free** fraud detection and identity theft protection through Experian's IdentityWorks program. This service includes identity restoration services to help you address fraud, a free credit report, active credit monitoring to detect suspicious activity, and a \$1 million identity theft insurance policy, including coverage of unauthorized electronic fund transfers from your bank account.

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To offer added protection, you will receive IdentityWorks ExtendCARE, which will provide you with fraud resolution support even after your IdentityWorks membership has expired. With ExtendCARE you will have access to a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish. This specialist will also investigate each incident of fraud, help you in contacting credit grantors to dispute charges and close accounts, and assist you with freezing credit files (if desired).

Again, this protection is being offered at **no cost** to you for 24 months. To take advantage of these free services, you can enroll by calling Experian at 877.890.9332 or visiting their website at [www.experianidworks.com/3bcredit](http://www.experianidworks.com/3bcredit), and providing them with the following Activation Code ABCDEFGHI. You have until May 31, 2018 to register and enroll. If you have questions or need assistance with enrolling, please call 877.890.9332 and provide the following Engagement #: **DB05515**. Enrolling in this service does not affect your credit score.

### **What You Can Do**

We take very seriously the security of our customers' information, and want to make sure you have the information you need so that you can take steps to help protect your personal information.

As always, we encourage you to remain vigilant for instances of fraud or identity theft. Whenever there is an issue involving Social Security Numbers, you can monitor your financial accounts and get free credit reports for any incidents of fraud or identity theft. If you see any unauthorized activity, contact your financial institution. You can also report suspected incidents of identity theft to local law enforcement, the Federal Trade Commission ("FTC"), at 1-877-ID-THEFT (1-877-438-4338), or your state Attorney General. In North Carolina, you can reach the State Attorney General's office by phone at (919) 716-6400. Its website is <http://www.ncdoj.gov>. Their mailing addresses are:

Roy A. Cooper  
Attorney General of the State of North Carolina  
Consumer Protection Division, Attorney General's Office  
Mail Service Center 9001  
Raleigh, NC 27699-9001

Additionally, if you believe your identity has been stolen or used without your permission, contact your local police department to file a report.

**Fraud alerts:** As a precautionary step, you may also want to place a fraud alert on your bank accounts and credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus listed below. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

- Equifax, P.O. Box 740241, Atlanta, Georgia 30374-0241 (800) 525-6285 [www.equifax.com](http://www.equifax.com)
- Experian, P.O. Box 9532, Allen, TX 75013 (888) 397-3742 [www.experian.com](http://www.experian.com)
- TransUnion, 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016 (800) 680-7289 [www.transunion.com](http://www.transunion.com)

**Credit/security freeze:** If you believe that your identity has been stolen, we recommend that you consider placing a credit/security freeze on your credit report. Placing a freeze on your credit report will prevent lenders and others from accessing your credit reports in response to a new credit application. With a freeze in place, even you will need to take special steps when you wish to apply for any type of credit. You will need to place a credit freeze separately with each of the three major credit reporting companies if you want the freeze on all of your credit files. A freeze remains on your credit file until you remove it or choose to lift it temporarily when applying for credit. There may be a fee for this service based on state law.

For additional information, and pricing details, visit the credit bureaus at:

Equifax [https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)

Experian <https://www.experian.com/blogs/ask-experian>

TransUnion <https://www.transunion.com/credit-freeze>

Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically. 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 also may complete the Annual Credit Report Request Form available from the FTC at: <https://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

**For More Information.**

We regret that this incident with the Kovalchuk Law Offices occurred, and apologize for any inconvenience caused by this incident. If you have any questions about this notice or the incident, please contact Tami Dokken at [TDokken@moneygram.com](mailto:TDokken@moneygram.com) or (214) 979-1483.

Sincerely,



Tami Dokken  
Chief Privacy Officer  
Associate General Counsel  
MoneyGram International

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