

Titan Distributors, Inc.
3839 Forest Hill-Irene Road
Memphis, TN 38125

December 7, 2018

[firstname] [lastname]
[address]
[city], [state] [zip]

RE: NOTICE OF DATA BREACH

Titan Manufacturing and Distributing, Inc. (“Titan”) values your business and recognizes the importance of the security of your information. For these reasons, we are writing to let you know, as a precautionary measure, that Titan has been the victim of a data security incident that may involve your information.

What Happened.

Titan has confirmed through an IT security expert that its computer system has been compromised by malware that could have been present from approximately November 23, 2017 until October 25, 2018.

What Information Was Involved.

Our records show that you have purchased goods from one of our online stores using a payment card during this time. The malware was programmed to access your shopping cart including your name, billing address, telephone number, payment card number, expiration date and verification code. We do not store this information.

What We Are We Doing About It.

Titan takes its obligation to safeguard your information very seriously and deeply regrets this incident occurred. Titan is working with a third-party IT security expert to conduct a thorough review of this incident. We are providing one (1) year of complimentary identity theft protection for to all customers who used a payment card online from November 23, 2017 until October 25, 2018. Now through January 31, 2019, you may call LifeLock toll free at 1-800-899-0180, 24 hours a day and 7 days a week to enroll in the complimentary credit monitoring. See reverse for more details.

What You Can Do.

In addition to enrolling in the complimentary identity theft protection services, remain vigilant by regularly reviewing your credit card account statements for any suspicious or unusual activity. Immediately report any unauthorized charges to your credit card issuer. Payment card rules generally provide that cardholders are **NOT** responsible for unauthorized charges that are promptly reported. The phone number to call your card issuer is usually on the back of your payment card.

For More Information.

We will continue to work diligently with our investigative team to apply what we have learned from this incident and further strengthen our data security measures. Thank you for your continued business. For assistance and any questions, please call Titan toll-free at (800) 605-8241 between the hours of 8 am and 5 pm CDT Monday through Friday or email us at info@titandistributorsinc.com.

Very truly yours,

Robert Hill, CEO

Titan Distributors, Inc. has retained LifeLock to provide one (1) year of complimentary identity theft protection, with LifeLock Defender™ Choice.

To activate your membership and get protection at no cost to you:

1. Go to **LifeLock.com**. Click on the red **START MEMBERSHIP** button.
2. You will be taken to another page where, below the three protection plan boxes, you can enter the promo code: **TMDB2018** and click the **APPLY** button.
3. On the next page, enter your **Member ID**. (Your Member ID is your first name last name plus 5-digit zip code. Ex. JOHNNORTON12345).
4. Click the red **START YOUR MEMBERSHIP** button.
5. You will receive a confirmation email after enrollment (be sure to follow all directions in this email).

You will have until January 31, 2019 to enroll in this service.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your LifeLock Defender™ Choice membership includes:

- ✓ Primary Identity Alert System†
- ✓ Live Member Support 24/7
- ✓ Stolen Funds Reimbursement up to \$25,000 *
- ✓ Personal Expense Compensation up to \$25,000 *
- ✓ Service Guarantee for Lawyers and Experts up to \$1 million *
- ✓ Identity Restoration Support
- ✓ One-Bureau Credit Monitoring¹
- ✓ Annual One-Bureau Credit Report & Credit Score¹

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

Please rest assured the well-being of our clients is our highest priority. We apologize for any inconvenience this incident may cause you, and thank you for your understanding and cooperation.

Sincerely,
Titan Distributors

¹ Credit reports, scores and credit monitoring may require an additional verification process and credit services will be withheld until such process is complete.

No one can prevent all identity theft.

† LifeLock does not monitor all transactions at all businesses.

* Indicates features included within the Million Dollar Protection™ Package††

††† Million Dollar Protection Package benefits are provided by a Master Policy issued by United Specialty Insurance Company, Inc. (State National Insurance Company, Inc. for NY State members). The Master Policy provides coverage for Stolen Funds Reimbursement and Personal Expense Compensation, each with limits of up to \$25,000 for Defender Choice members. If needed, LifeLock will provide lawyers and experts under the Service Guarantee. Please see the policy terms, conditions and exclusions at: LifeLock.com/legal