



Dear Van Dyke's Restorers Customer:

We are writing to inform you of a security incident concerning your purchases at Van Dyke's Restorers. We have recently learned that over the past few months one of our service providers had some of your personal information stolen from its database. Our website provider was the victim of an Internet attack resulting in the potential disclosure of your payment information. We have taken several immediate and important steps to help protect you. We have notified your credit card organization of the incident and provided the card number(s) involved. We are also working with our internal security organization, our third-party service provider, and law enforcement to prevent a similar event.

While we want to assure you your payment information was encrypted at the time of the incident, no security is perfect and we are alerting you from an abundance of caution. As of this date, we have not received a clear indication that this breach has resulted in credit fraud. Nonetheless, you should consider contacting your credit card or financial account issuer and discuss whether you wish to change your account details. If you choose to do so, you should inform them the payment information you used to shop at Van Dyke's Restorers may have been compromised.

To further protect yourself, you may consider placing a fraud alert on your credit file. A fraud alert lets creditors know to contact you before opening new accounts. Placing a call to any of the three credit agencies at the numbers below will allow you to automatically place fraud alerts and order your credit report from all three agencies. You will receive letters from all three, confirming the fraud alert and letting you know how to get a free copy of your credit report from each.

Equifax
800-525-6285

Experian
888-397-3742

TransUnion
800-680-7289

If you obtain your credit reports, review them carefully. Look for accounts you did not open and inquiries from creditors you did not initiate, as well as for information that is not accurate. If you find suspicious activity on your credit reports or on the account you used for your purchase with Van Dyke's Restorers, please contact the credit agencies or your credit card company. For more general information on credit fraud, you may visit the Federal Trade Commission's website at <http://www.ftc.gov/bcp/edu/pubs/consumer/alerts/alt150.shtm>.

Finally, please accept our sincerest apologies for this incident. No one, and no company, is ever completely safe from cyber theft, but please be assured your data security is an ongoing priority. If you have any questions or concerns, please call customer service at (800) 787-3355 (Mon.-Fri.) between the hours of 8 a.m. and 5 p.m. Central Time and we'll be glad to speak with you directly.

Sincerely,

A handwritten signature in black ink that reads "Bob Hahn". The signature is written in a cursive style with a large, prominent "B" and "H".

Bob Hahn
Van Dyke's Restorers