TaskRabbit, Inc.
Return Mail Processing
PO Box 374
Claysburg, PA 16625-0374

May 10, 2018

D7442-L01-0123456 0001 00000001 **********MIXED AADC 159
SAMPLE A SAMPLE
123 ANY ST
ANYTOWN, US 12345-6789

RE: NOTICE OF DATA BREACH
Please read this entire letter.

Dear SAMPLE A SAMPLE:

This letter is a follow-up to the email communications we sent to the TaskRabbit community, alerting users regarding a recent cybersecurity incident that may have involved some of your personal information. This letter provides you with more information about what happened and informs you of additional steps we are taking to protect your personal information. We truly value your business and understand the value you place on the protection of your information.

What Happened?

On April 12, 2018, we learned that an unauthorized party gained access to our systems. We immediately hired an outside forensics firm to investigate the incident. We also promptly informed, and continue to work with, law enforcement. On April 13, 2018, we learned that some of your information may have been compromised as a result of the incident. We emailed users shortly thereafter, alerting them of this incident and providing steps the community could take to protect themselves, while we continued to investigate.

What Information Was Involved?

Your name, username, password, date of birth, and truncated payment card information may have been compromised as a result of this incident.

What We Are Doing

As a result of this incident, TaskRabbit has already taken several steps designed to prevent an incident like this from happening in the future. We identified and closed the point of entry used by the unauthorized party. We conducted scans of our systems to identify and address other potential vulnerabilities. We also are working to implement additional measures to enhance the security of our systems following this incident, including:

- Examining ways to make our login process more secure, including resetting all user passwords on April 19, 2018;
- Evaluating our data retention practices to reduce the amount of data we hold; and
- Enhancing overall network cyber threat detection technology.

What You Can Do

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TaskRabbit reset all user passwords on April 19, 2018. If you used the same password on other websites or apps as you did for TaskRabbit, we recommend you change those passwords and monitor your accounts for any suspicious activity. Please also review the enclosed "Information about Identity Theft Protection" for steps you can take to help protect yourself against any risks that may arise from this incident.

In addition, we have arranged for Experian, the largest Credit Bureau in the nation, to provide you with one year of identity restoration services. If you suspect misuse of your information over the next 12 months, simply call Experian at 866-274-3891 and provide engagement number DB06754 to receive assistance.

For More Information

Our Taskers and Clients are the lifeblood of our business. We care deeply about our community and are committed to being a better neighbor. If you have questions or concerns, please call 866-274-3891 during the following hours: Monday-Friday, 6am – 6pm PST, and Saturday/Sunday 8am – 5pm PST.

Sincerely,

Stacy Brown-Philpot
CEO, TaskRabbit, Inc.

Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax	Experian	TransUnion
P.O. Box 740241	P.O. Box 9532	P.O. Box 6790
Atlanta, GA 30374-0241	Allen, TX 75013	Fullerton, CA 92834-6790
800-685-1111	888-397-3742	800-916-8800
www.equifax.com	www.experian.com	www.transunion.com

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

Residents of Maryland, North Carolina and Rhode Island may also obtain information about preventing and avoiding identity theft by contacting: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us; North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6400, www.ncdoj.gov; and Rhode Island Office of the Attorney General, Consumer Protection Unit, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov.

Fraud Alerts: There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the toll-free numbers listed below:

Equifax	Experian	TransUnion
877-478-7625	888-397-3742	800-680-7289

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally $5 to $20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information.

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What Information Was Involved?

Your name, username, password, date of birth, truncated payment card information, social security number, and bank account number may have been compromised as a result of this incident.

What We Are Doing

As a result of this incident, TaskRabbit has already taken several steps designed to prevent an incident like this from happening in the future. We identified and closed the point of entry used by the unauthorized party. We conducted scans of our systems to identify and address other potential vulnerabilities. We also are working to implement additional measures to enhance the security of our systems following this incident, including:

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What You Can Do

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In addition, to help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks℠. This membership will provide you with robust identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by**: August 31, 2018 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit
- Provide your **activation code**: **ABCDEFGHI**

If you have questions about this Experian service, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 866-274-3891 by August 31, 2018. You will be asked to provide engagement number DB06754 as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™**: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to $1 Million Identity Theft Insurance****: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 866-274-3891. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent will work with you to investigate and resolve each incident of fraud that occurred. This assistance will include, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition.

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

For More Information

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Sincerely,

Stacy Brown-Philpot
CEO, TaskRabbit, Inc.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

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