



March 15, 2021

ADDRESS BLOCK for "X" customer  
XXXXXX  
XXXXXX

## RE: NOTICE OF ATTEMPTED DATA BREACH

Dear \_\_\_\_\_,

On behalf of AmeriGas Propane, we are writing to inform you about a recent incident that may have affected some of your information. AmeriGas has addressed the situation and has engaged outside counsel as well as our Security & Compliance team to assist with its response. While we are glad the issue is now resolved, we sincerely apologize for any concern and inconvenience it could cause.

### WHAT HAPPENED

We recently detected that there were unauthorized disclosures of credit card information to one of our customer service agents. **We do not know whether your credit card information was shared but are writing in an abundance of caution.** We investigated the issue as a precaution to further secure your information. The agent involved has been terminated and we have already implemented additional safeguards.

### WHAT INFORMATION WAS INVOLVED

Customers can make secure payments by telephone through a secure, tokenized (masked) dialing process, but credit card information should not be shared *verbally* over the phone. We have determined that credit card information that was *verbally* provided by telephone to the customer service agent may have been used by the agent to make unauthorized charges to your credit card.

### WHAT WE ARE DOING

AmeriGas takes this matter very seriously and is taking steps to help prevent possible incidents like this from happening again. To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup> at no charge to you. This product provides you with superior 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: June 30, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/3bcredit>
- Provide your **activation code: [INSERT CODE]**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-890-9332** by **June 30, 2021**. Be prepared to provide engagement number **B010595** 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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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 **877-890-9332**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### **WHAT YOU CAN DO**

While we have no indication that your information was misused in any way, you should always remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring your free credit reports. If you discover any suspicious or unusual activity on your accounts or suspect identity theft or fraud, report it immediately to your financial institutions. In addition, you may contact the Federal Trade Commission (FTC) or law enforcement to report incidents of identity theft. To learn about steps you can take to protect yourself from identity theft go to the FTC's Website, at [www.identitytheft.gov](http://www.identitytheft.gov), call the FTC at (877) IDTHEFT

(438-4338) or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

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 may contact the nationwide credit reporting agencies at:

Equifax (800) 525-6285 P.O. Box 740241 Atlanta, GA 30374-0241 <a href="http://www.equifax.com">www.equifax.com</a>	Experian (888) 397-3742 P.O. Box 9532 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a>	TransUnion (800) 680-7289 Fraud Victim Assistance Division P.O. Box 6790 Fullerton, CA 92834-6790
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You may obtain additional information from the FTC and the credit reporting agencies about fraud alerts and security freezes. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file. In addition, you can contact the nationwide credit reporting agencies regarding if and how you may place a security freeze on your credit report to prohibit a credit reporting agency from releasing information from your credit report without your prior written authorization.

#### **FOR MORE INFORMATION**

Again, we sincerely apologize for any inconvenience this may cause. If you have any additional questions or concerns about this issue, please call our dedicated Customer Care Team at 866-760-6830 between 8am and 5pm EST. For all other account-related matters, we remain available to assist you 24/7 through our online portal and emergency hotline.

On behalf of all the individuals at AmeriGas that work hard to provide you with exceptional customer service - thank you for your business and for trusting AmeriGas.

With gratitude,

*AmeriGas Customer Care*

**AmeriGas Customer Care**

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

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.