

WILLIAMS-SONOMA, INC.

August 4, 2022

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-mail: Idtheft@oag.state.md.us

Re: Data Breach Notice

Dear Sir or Madam:

We are writing to inform your office of a recent data security breach.

WSI has determined that when certain customers called their call center to make a purchase with one of their brands on July 31, 2022, in addition to requesting their credit card number and expiration date, one WSI associate improperly asked customers for the CVV number on their credit card. This incident affected one (1) resident in Maryland.

To address this breach, we have filed a police report and are pursuing prosecution against the associate in question in this matter. The associate has been terminated from employment with WSI.

A template copy of the notice we will send to the affected customers is attached. Please contact me directly should you have any questions or require any additional information.

Very truly yours,

Tarah Powell-Chen

Tarah Powell-Chen

WILLIAMS-SONOMA, INC.

3250 Van Ness Ave.
San Francisco, CA 94109

Date

Notice of Data Breach

Customer Name
Customer Address

Dear Customer Name

At Williams-Sonoma, Inc. we pride ourselves on consistently providing our customers with excellent merchandise and friendly, knowledgeable associates who can make each shopping experience special. Indeed, we believe that this is what sets us apart from other retailers.

What Happened?

We have determined that when you made your recent purchase with Brand on Date, your credit card number ending in xxxx and expiration date was collected by an associate for your Card Type credit card. Your account was compromised by our associate taking your order. The associate improperly asked you for your CVV number on the back of your credit card.

What Information Was Involved?

The information that was involved was your name, credit card number, expiration date, and the CVV number on the back of your credit card.

What Are We Doing?

We have filed a police report and are pursuing prosecution against the associate in question in this matter. The associate has been terminated from employment with WSI.

We deeply regret the inconvenience and difficulty to you caused by this incident. It is disappointing for us to have such a circumstance occur, as the security and integrity of our customer information is our foremost concern. Please be assured that the situation has been properly addressed and resolved.

In hopes that we might regain your confidence, we will be sending you a gift card as a way of inviting you to continue to shop with us. You may use it toward a purchase in any of our stores, websites, or catalogs.

We value you as a customer and hope we will have the opportunity to serve you in the future.

For More Information

WILLIAMS-SONOMA, INC.

POTTERY BARN POTTERY BARN KIDS PBTEEN WILLIAMS-SONOMA WILLIAMS-SONOMA HOME WEST ELM MARK AND GRAHAM REJUVENATION

WILLIAMS-SONOMA, INC.

You should have also received a call from, Gail Morris, Director of Loss Prevention Department about this matter. If you have not yet heard from her or if you wish to contact us, you can reach her at 415-816-5505 to answer any additional questions you may have in this matter.

What You Can Do

There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s).

You may want to contact the three U.S. credit reporting agencies to report the incident and request a credit report:

Equifax
P.O. Box 740241
Atlanta, GA 30374
(866) 349-5191
www.equifax.com

Experian
P.O. Box 4500
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
(888) 909-8872
www.transunion.com

You can request a free credit report once a year at www.annualcreditreport.com. The FTC, the credit reporting agencies, your local attorney general, and law enforcement agencies can also provide you with additional information about fraud alerts and security freezes and how to prevent identity theft.

As a precautionary measure, we also recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained.

If you suspect any identity theft has occurred, you may contact the Federal Trade Commission by calling (877) 438-4338 or online at www.ftc.gov. The FTC is located at 600 Pennsylvania Avenue, NW Washington, DC 20580. If you are a Maryland resident, you may contact the Maryland Attorney General by calling (410) 528-8662 or online at marylandattorneygeneral.gov. If you are a resident of another state, you may contact the Attorney General of your state.

Sincerely,

Tarah Powell-Chen

WILLIAMS-SONOMA, INC.

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