



April 28, 2023

«FIRST\_NAME» «LAST\_NAME»  
«Address\_Line\_1»  
«CITY», «STATE» «ZIP\_Code»

**Re: IMPORTANT NOTICE**

**Account Number: \_\_\_\_\_**

Dear «FIRST\_NAME» «LAST\_NAME»:

Our systems recently detected that a bad actor accessed limited information from a small number of T-Mobile accounts, including your T-Mobile account PIN. Personal financial account information and call records were NOT affected. Our systems and policies enabled T-Mobile teams to identify the activity, terminate it, and implement measures to protect against it from occurring again in the future. To further protect your account, we have already proactively reset your PIN.

While we have a number of safeguards in place to prevent unauthorized access such as this from happening, we recognize that we must continue to make improvements to stay ahead of bad actors. We take these issues seriously. We apologize that this happened and are furthering efforts to enhance security of your information.

### **What Happened?**

In March 2023, the measures we have in place to alert us to unauthorized activity worked as designed and we were able to determine that a bad actor gained access to limited information from a small number of T-Mobile accounts between late February and March 2023.

### **What Information Was Involved?**

No personal financial account information or call records were affected. The information obtained for each customer varied, but may have included full name, contact information, account number and associated phone numbers, T-Mobile account PIN, social security number, government ID, date of birth, balance due, internal codes that T-Mobile uses to service customer accounts (for example, rate plan and feature codes), and the number of lines.

### **What Is T-Mobile Doing?**

We take these issues seriously. To protect your account, we proactively reset your T-Mobile Account PIN. We are offering you two years of free credit monitoring and identity theft detection services, provided by myTrueIdentity, from Transunion. Attached is a Step-by-



12920 SE 38<sup>th</sup> Street, Bellevue, WA 98006  
www.t-mobile.com



Step Enrollment Guide. Your activation code is [REDACTED]. Please enroll by August 31, 2023. Additionally, when unauthorized activity like this occurs we continue to investigate it to further our understanding about how we can prevent it from occurring and expand the safeguards we have in place.

### **What Can You Do?**

We recommend that you review your account information and update your PIN to a new one of your choosing. You can do this by logging into T-Mobile.com or contacting Customer Care by dialing 611 from your phone or by calling 1-800-937-8997. We also urge you to remain vigilant by monitoring account activity and free credit reports, and reviewing your security choices on your email, financial, and other accounts. We encourage customers to use features that T-Mobile offers, including Account Takeover Protection, number transfer PINs, two-step verification, free scam protection with Scam Shield, SIM Protection, a security dashboard and more. For additional recommendations to enhance your account protections, go to [t-mobile.com/onlinesafety](http://t-mobile.com/onlinesafety).

### **For More Information**

You may obtain additional information about the risks of identity theft from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft>. If you suspect that you are the victim of identity theft or fraud, you have the right to file a report with the police or law enforcement. In addition, you may contact the FTC or your State Attorney General to learn more about the steps you can take to protect yourself against identity theft.

You may wish to place a fraud alert with the three major credit bureaus which we have listed below. A fraud alert lets creditors know to contact you before opening new accounts in your name. You can call any *one* of the three credit bureaus at the number below to place a fraud alert on your credit file without charge, and they will contact the other two bureaus on your behalf. Additionally, some states allow residents to place a no-cost “freeze” on their credit file with the credit bureau.

Experian®  
PO Box 9554  
Allen, TX 75013  
[www.experian.com/fraud](http://www.experian.com/fraud)  
1-888-397-3742

Equifax®  
P.O Box 740256  
Atlanta, GA 30374  
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>  
1-800-525-6285

TransUnion®  
P.O Box 2000  
Chester, PA 19016  
[www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts)  
1-800-680-7289



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