

# Important Account Information - Prepaid Notice

Dear Verizon Prepaid Customer:

Verizon works hard to protect our customers' accounts. During our regular account monitoring, we identified unusual activity on the prepaid line that received the SMS linking to this notice. Upon further review, we determined that between October 6 and October 10, 2022, a third party actor accessed the last four digits of the credit card used to make automatic payments on your account. Using the last four digits of that credit card, the third party was able to gain access to your Verizon account and may have processed an unauthorized SIM card change on the prepaid line that received the SMS linking to this notice. If a SIM card change occurred, Verizon has reversed it.

To be clear, your full credit card number was not viewable to the third party. Only the last four digits of the credit card number were exposed.

Upon discovering the activity, we moved quickly to secure your Verizon account and investigate the suspicious activity. We do not believe that this unauthorized access to your Verizon account is ongoing. In connection with protecting your account, we took the following actions:

- We have prevented further unauthorized access to your account using the last four digits of your credit card.
- If any unauthorized SIM change occurred, Verizon reversed it.
- This unauthorized activity has been noted on your account to alert our customer service representatives that your account may have been previously targeted for fraudulent activity.
- We reset your Account Security Code (PIN) in an abundance of caution.

Please note that your account contains information such as your name, telephone number, billing address, price plans, and other service-related information. It does not include banking information, financial information, passwords, Social Security numbers, tax IDs, or other

personal information.

You should take the following steps to further safeguard your Verizon account:

- Set a new Verizon PIN code. Do not reuse a previous PIN, and be sure to pick a unique PIN that is not used to secure other non-Verizon accounts. For more information, visit <https://www.verizon.com/support/knowledge-base-213056/>.
- Set a new password and new secret question and answer for users with access to your My Verizon online account. To learn more about this unusual activity and how to protect your information, visit <https://www.verizon.com/support/account-security-faqs/>.

If you wish to change the credit card used for autopay or make any other changes to the autopay settings on your account, visit <https://www.verizon.com/support/prepaid-billing-payment-faqs/> for more information.

If you have other accounts that allow you to make account changes or verify your identity by receiving a text message or phone call to your Verizon mobile phone we recommend that you take the following steps:

- Secure non-Verizon accounts that verify your identity, or allow password resets, by sending an access code to your phone. For example:
  - You should change your PINs and passwords for your email and social media accounts.
  - You should change your PINs and passwords for financial accounts.
- You should always use strong passwords, avoid using the same passwords wherever possible, and keep passwords safely stored. The Federal Trade Commission has guidance about sound password protocols at this website: <https://www.consumer.ftc.gov/blog/2015/07/advanced-password-tips-and-tricks>.
- You should also contact the credit bureaus or review your credit reports to ensure that there is no new activity on your credit report.

**Important Note: As a reminder, we will never call you and ask for your Password, Secret Questions/Answers or Account PIN.**

We value the trust our customers place in us, and we regret any inconvenience this incident may have caused you. If you have questions or concerns, please call 877-350-7901 for assistance.

Sincerely,

Verizon