

# A Progress Update for Consumers

**September 11, 2017**

We are committed to keeping consumers updated on the steps we are taking to provide them with the support they need and address any issues they are facing in response to this incident. We recognize that some consumers continue to face challenges and in response we have made the following updates:

## **1) Adjusted our PIN Generation for Security Freezes**

We understand and appreciate that consumers have questions about how a PIN is currently generated for a consumer initiating an Equifax security freeze solution. All consumers placing a security freeze will be provided a randomly generated PIN.

## **2) Call Center Support**

When we recognized that Hurricane Irma could impact some of our call center wait times, we arranged to ramp up agents quickly to replace agents impacted by the storm and updated our website to make consumers aware of the situation.

## **3) Clarification Regarding Automatic Sign-Up to TrustedID Premier**

We are not requesting consumers' credit card information when they sign up for the free credit file monitoring and identity theft protection we are offering to all U.S. consumers. Consumers who sign up for TrustedID Premier will not be automatically enrolled or charged after the conclusion of the complimentary year of TrustedID Premier.

## **4) Obvious Link from Equifax.com**

To make it easier for consumers to find the website dedicated to providing information about this incident, we have reconfigured our website, [www.equifax.com](http://www.equifax.com), to feature the link more prominently.

## **5) Adjusted the TrustedID Premier and Clarified Equifax.com**

We've added an FAQ to our website to confirm that enrolling in the free credit file monitoring and identity theft protection that we are offering as part of this cybersecurity incident does not waive any rights to take legal action. We removed that language from the Terms of Use on the website, [www.equifaxsecurity2017.com](http://www.equifaxsecurity2017.com). The Terms of Use on [www.equifax.com](http://www.equifax.com) do not apply to the TrustedID Premier product being offered to consumers as a result of the cybersecurity incident.

We are listening to issues consumers have experienced and their suggestions. These are helping to further inform our actions, and we are now sharing regular updates on this website. Thank you for your continued patience and feedback as we continue to improve this process.