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HOMELAND SECURITY AND  
GOVERNMENTAL AFFAIRS

# United States Senate

September 8, 2017

Mr. Richard F. Smith  
CEO  
Equifax, Inc.  
1550 Peachtree Street NE  
Atlanta, GA 30309

Dear Mr. Smith:

This week Equifax, Inc. announced that the personal information of nearly 143 million Americans had been compromised as a result of a cyberattack on your company earlier this year. As such, I respectfully request that you voluntarily brief or testify before the entire Senate Banking Committee, on which I serve, so we can question you about these new developments of compromised information, how you plan on compensating harmed customers, and how you plan on securing individuals' personal data in the future.

In your announcement, Equifax acknowledged that personal information such as names, Social Security Numbers, addresses, driver's licenses and birth dates were compromised. On top of that, more than 200,000 Americans had their credit card numbers exposed. This revelation is completely unacceptable and it is critical that you lay out Equifax's plans to remedy this situation immediately. Equifax must quickly lay out a plan on how to compensate customers who have been harmed financially as a result of this breach, as well as what Equifax plans to do in the near term to immediately protect Americans financial and personal data.

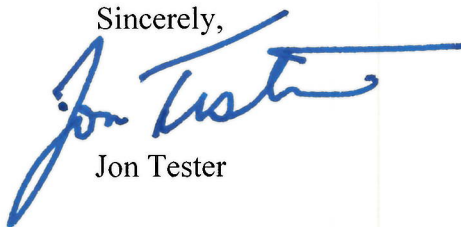
Most alarmingly in your announcement, it was reported that Equifax was made aware of this cyberattack in late July, nearly six weeks ago. In a situation like this, it is difficult to imagine why your company chose to wait such a long time to notify the public about compromised information. Waiting for such a long time could have potentially denied consumers the opportunity to cancel their credit cards, pushing additional fraud costs on them and their financial institutions. It is unclear why Equifax waited so long to share this announcement and I would hope you have an acceptable response.

In addition, such a lack of transparency in a timely fashion could potentially allow fraudsters to effect individuals' actual credit scores. As I mentioned recently during the Wells Fargo account scandal, one of my biggest concerns has to do with credit scores and how they are affected by the opening and closing of accounts. In particular, when credit card accounts are opened, when negative information is sent, and when credit card accounts are closed, a consumer's credit score is impacted. Your time gap has potentially denied customers the

opportunity to keep an eye out for additional accounts being opened with compromised information. With scenarios like that in mind, how does Equifax plan to fix customers' credit scores and what is your plan for making whole consumers who may have received higher rates on loans during the period in which unauthorized accounts may have been opened?

As you well know, what happened to consumers in July is unacceptable and has far-reaching impacts beyond a data breach. I believe it is critically important that Equifax make their customers whole in a timely fashion. I appreciate your attention to these concerns and I look forward to having continued conversations in the near future to ensure that all of the outstanding issues are remedied as soon as possible.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jon Tester", with a long horizontal flourish extending to the right.

Jon Tester