



<DateProcessed>

Creditor: <Customer.Name>

Product: Spectrum

Account Number: <Number>

Charter Communications ID Theft / ID Fraud Claim Instructions

<FirstNameFirst>:

ERC® has received your fraud notification. Your account has been placed on hold with our office.

Time Warner Cable/Bright House Networks is now Charter Communications, home of the Spectrum brand of products and services.

Charter Communications provides the following website. This is the best resource regarding details on downloading, submitting, and/or following up on the ID Theft Affidavit Packet:

www.spectrum.net/idtheft/

Please return the ID Theft/ID Fraud Affidavit via mail or fax to Charter Communications:

- US Mail:
 - Charter Communications
 - ATTN: Security Investigations
 - 6399 S Fiddlers Green Cir, Suite 600
 - Greenwood Village, CO 80111
- Secure Fax:
 - 1-888-726-9069

Note: If you have previously submitted a ID Theft/ID Fraud Affidavit and have not yet received a response from Charter Communications after six (6) weeks, please call Charter Communications at 1-855-222-7342.

James Cecil, Senior Vice President of Operations

North Carolina Residents: North Carolina Department of Insurance Permit Number: 103967.

Enhanced Recovery Company, LLC, Doing Business As, ERC® and/or Enhanced Resource Centers
8014 Bayberry Road | Jacksonville, FL | 32256

Office Hours (Eastern Time): Mon-Thurs: 8:00 am - 11:00 pm, Fri: 8:00 am - 10:00 pm, Sat: 8:00 am - 8:00 pm
(800) 875-5316 | www.ercbpo.com/help

This communication is from a debt collector and is made for the limited purpose of responding to your notification and is NOT an attempt to collect a debt.