

Security Life of Denver Insurance Company  
Privacy Office  
400 Galleria Parkway, Suite 1500  
Atlanta, GA 30339

<<OWNER NAME>>  
<<OWNER ADDRESS LINE 1>>  
<<OWNER ADDRESS LINE 2>>  
<<OWNER ADDRESS LINE 3>>  
<<OWNER CITY>>, <<OWNER ST>> <<OWNER ZIP CODE>>

**ACTIVATION CODES**  
<<Owner Name>>: <<CM Code>>  
<<Beneficiary 1>>: <<Bene Code 1>>  
<<Beneficiary 2>>: <<Bene Code 2>>  
<<Beneficiary 3>>: <<Bene Code 3>>

<<Letter Date>>

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Dear <<Owner Name 2>>:

We are writing to you on behalf of Security Life of Denver Insurance Company ("SLD") and ReliaStar Life Insurance Company ("RLI"). You are a policyholder of a life insurance policy(ies) issued by SLD and/or by RLI, for which SLD is the administrator of such RLI policy(ies). We take customer privacy seriously and, as part of that commitment, we are sending you this letter informing you of an incident that involved your personal information. This letter explains what happened and what we are doing to protect you.

#### **What happened?**

After an investigation we began in November of last year, we have confirmed that a former insurance agent who used to provide services prior to 2018 in connection with your life insurance policy(ies) was provided your and your beneficiaries' personal information in error. This occurred because one of his agent identification numbers inadvertently remained active in a legacy system used in the administration of your policy(ies) when it should have changed to inactive status.

As a result of that system error, he continued to appear as an active agent on your policy(ies). He has received copies of certain correspondence sent to you and, in March of 2023, he was provided a document containing information about all policies for which he had been an agent. That document included your name, address, date of birth, and Social Security number and the same information related to your beneficiaries. We have worked diligently to ensure that this issue with respect to your policy(ies) has been corrected.

#### **What is the Company doing to protect me?**

Please be assured that we are committed to safeguarding your personal information. While we believe the risk of identity theft or other harm to you or your beneficiaries is low, as a courtesy, we are providing each of you with two years of FREE credit monitoring and identity fraud coverage through Experian Information Solutions. There is an activation code for you at the top of this letter that can be redeemed for this Experian service. There is also an engagement number that you may need if you encounter any issues, or have questions related to the enrollment and need to contact Experian. Please follow the instructions attached to this letter to sign up for the credit monitoring. Please note that you must enroll by **June 30, 2024** (the "Enrollment End Date") to take advantage of this free service.

#### **Should I do anything else?**

You will have access to your Experian consumer credit report as part of Experian IdentityWorks,™ including Identity Restoration.

Because our records indicate that you had one or more beneficiaries as of 03/01/2023 whose personal information was provided to the former agent, we have included additional Experian activation codes **you should provide to them for their use**. The Enrollment End Date and services provided are the same as detailed above.

**Is there anything else I should know?**

Please review the attachment to this letter for important information on enrolling in the Experian service provided to you and certain terms related to that service.

Please be assured we are committed to ensuring your information is safe and secure. If you have further questions in regard to this matter, please do not hesitate to contact Customer Service at (877) 886-5050 from 8 a.m. to 6 p.m. Central time.

Sincerely,

Security Life of Denver Insurance Company  
Privacy Office

Attachment: Experian IdentityWorks Information

## IMPORTANT EXPERIAN IDENTITYWORKS INFORMATION

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. **To start monitoring your personal information, please follow the steps below:**

- **Ensure that you enroll by the Enrollment End Date listed in the letter above. (Your code will not work after this date.)**
- **Visit the Experian IdentityWorks website to enroll at <https://www.experianidworks.com/3bplus>**
- **Provide your activation code**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by the Enrollment End Date. Be prepared to provide engagement number **B109550** as proof of eligibility for the Identity Restoration services by Experian.

## ADDITIONAL DETAILS REGARDING YOUR EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only. \*
- Credit Monitoring: Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks ExtendCARE<sup>TM</sup>: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- \$1 Million Identity Theft Insurance<sup>\*\*</sup>: Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.