



[CUSTOMER_NAME]
[CUSTOMER_ADDRESS]

[DATE]

Incident Notification Letter

Dear [CUSTOMER_NAME],

We are contacting you regarding a potential incident involving your personal information.

FACTS:

We received and deposited a personal check from you for a claim you filed under your mobile device protection plan, which is issued by Federal Warranty Service Corporation, a subsidiary of Assurant, Inc. This check was received and deposited at some point prior to July 4, 2024. After the check was deposited, it was retained in our office.

Our investigation is ongoing, however, at some point between the afternoon of July 3 and July 8, 2024, your deposited check went missing. We confirmed that your check was missing through a reconciliation process that was finalized on July 25, 2024.

While still unconfirmed, because it is possible that an unauthorized individual(s) took your deposited check, we are notifying you of this matter.

As a result of this, the following personal information may have been disclosed to a potentially unauthorized individual(s):

- Customer name
- Customer address
- Bank account number
- Bank routing number
- Any additional personal information written or printed on the personal check

As of the date of this letter, we have no evidence that your personal information has been used in an unauthorized manner.

RESPONSE:

We take this incident very seriously and apologize for any inconvenience it may cause. We have implemented and continue to implement physical security enhancements and process improvements in response to this event to mitigate the likelihood of reoccurrence.

CAUTIONARY STEPS YOU CAN TAKE:

Although we have no indication that your checking account information has been used by an unauthorized person, we encourage you to be vigilant in watching the activity in your checking account. You may also want to consider contacting your financial institution and inquire about additional protective measures which may include closing the account on which your check was issued and opening a new account.

You may also contact the major credit bureaus to get useful information about protecting your credit, including information about fraud alerts, security freezes, or other steps you can take to protect yourself from fraud and identity theft. To obtain an annual free copy of your credit reports, visit annualcreditreport.com, or call toll-free at 1-877-322-8228. Credit bureau contact details are provided below:

Equifax	Experian	TransUnion
equifax.com freeze.equifax.com	experian.com experian.com/freeze	transunion.com transunion.com/freeze
P.O. Box 105788 Atlanta, GA 30348 1-800-525-6285	P.O. Box 9554 Allen, TX 75013 1-888-397-3742	P.O. Box 2000 Chester, PA 19016 1-888-909-8872

For Massachusetts residents: You have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Again, we apologize for this matter and any inconvenience or concern it may cause. If you have any questions, please contact us at: Theprivacyoffice@assurant.com

Sincerely,
The Privacy Office