

[REDACTED]
Cydcor, LLC
c/o Cyberscout
[REDACTED]
[REDACTED]

[REDACTED]
September 19, 2024

NOTICE OF DATA BREACH

Dear [REDACTED]

You are receiving this notice because you were listed as a beneficiary or dependent of a Cydcor employee. The privacy and security of the personal information we maintain is of the utmost importance to Cydcor. Cydcor recently experienced a data security incident on our network. We are writing to provide you with additional information about the incident and let you know that we continue to take significant measures to protect your information.

What Happened?

On July 25, 2024 Cydcor became aware of a network security incident and began remediation and investigation efforts.

What Is Cydcor Doing?

Cydcor engaged a leading cyber security and investigation firm to investigate and ensure the security of our systems. The extensive investigation and review recently concluded and determined that there was unauthorized access to our network from July 24, 2024 to July 25, 2024 and that as a result certain data containing some of your personal information may have been accessed or obtained. In response, we have taken measures to review and enhance our security protocols as needed.

What Information Was Involved?

The information varied but may have contained your full name and [REDACTED].

What Can You Do?

While there's have no evidence of financial fraud or identity theft related to the impacted information, out of an abundance of caution to protect you from potential misuse of your information, we are offering a complimentary [REDACTED] month membership for credit monitoring. For more information on identity theft prevention and credit monitoring, including instructions on how to activate the complimentary membership, please see the additional information provided in this letter. The deadline to sign up for these services is November 30th, 2024.

For More Information

We apologize this has happened and are committed to keeping your information secure.

If you have any further questions regarding this incident, please contact Agnes Konopka, Head of People Services, at akonopka@cydcor.com.

Cydcor
29899 Agoura Road
Suite 100
Agoura Hills, CA 91301

- OTHER IMPORTANT INFORMATION -

1. Enrolling in Complimentary Credit Monitoring

In response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide them with alerts for 12 months from the date of enrollment when changes occur to your credit file. This notification is sent the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company.

How to enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to [REDACTED] and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

2. Placing a Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary monitoring services, we recommend that you place an initial one (1) year “fraud alert” on their credit files, at no charge. A fraud alert tells creditors to contact your minor personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/fraud/center.html>
(888) 397-3742

TransUnion LLC

Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19016-2000
<https://www.transunion.com/fraud-alerts>
(800) 680-7289

3. Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on their credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your minor’s credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
(800) 349-9960

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://experian.com/freeze>
(888) 397-3742

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
<https://www.transunion.com/credit-freeze>
(888) 909-8872

In order to place the security freeze, you'll need to supply their name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive their credit reports, review them for discrepancies. Identify any accounts they did not open or inquiries from creditors that they did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. Additional Helpful Resources.

Even if you do not find any suspicious activity on their initial credit reports, the Federal Trade Commission (FTC) recommends that you check your minor's credit reports periodically. Checking their credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe their information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve your minor of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Their complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

