

Subject: Important Notice Regarding Data Security Incident

Dear [Recipient's Name],

We are writing to inform you of a data security incident that may have involved some of your personal information. At Terillium, we take the privacy and security of your information very seriously, and we are committed to keeping you informed about any issues that may affect you.

### **What Happened?**

On July 18, 2025, Terillium experienced a ransomware attack, which was detected on the same day. Upon discovery, we immediately identified and mitigated the source of the incident. By July 19, 2025, the incident was fully contained. Additional forensic analysis confirmed that there were no additional signs of suspicious activity and no active indicators of compromise.

### **What Information Was Involved?**

The attack may have compromised certain personal information about current and former employees, including name, address, and social security number. At this time, we have no evidence to suggest that this information has been misused; however, we are notifying you out of an abundance of caution.

### **What We Are Doing**

We have engaged cybersecurity experts to investigate the incident and ensure the security of our systems. We have already contained the attack and restored functionality to all affected servers.

We are also offering you two (2) years of free credit monitoring and identity protection services provided by CyEx. The services include the following: (1) credit monitoring of three credit bureaus; (2) dark web monitoring; (3) real-time authentication alerts; (4) high-risk transaction monitoring; (5) a \$1,000,000 identity theft insurance policy, in the event that you are a victim of identity theft, and dark web monitoring to identify if any of your information is made available through illegal online forums; (6) security freeze assist; and, (7) bank and financial account monitoring. To activate the services, please follow the instructions included in the attached "Financial Shield Total" program brochure which also includes additional program description information.

Your unique Enrollment Code is:

### **What You Can Do**

We encourage you to take the following steps to protect yourself from potential identity theft:

#### **1. Monitor Your Accounts and Credit Reports**

We recommend that you stay vigilant and regularly review your account statements and credit reports for any unauthorized activity. You are entitled to one free credit report annually from each of the three major credit reporting agencies. You can contact them directly or visit their websites:

**Equifax:** 1-800-525-6285, [www.equifax.com](http://www.equifax.com)

**Experian:** 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion:** 1-800-680-7289, [www.transunion.com](http://www.transunion.com)

- **Place a Fraud Alert or Security Freeze**

Consider placing a fraud alert or security freeze on your credit file to make it more difficult for someone to open accounts in your name. You can contact the credit bureaus listed above to request these services.

### **3. Report Suspected Identity Theft**

If you suspect that you are a victim of identity theft, report it immediately to your local law enforcement agency or your Attorney General's Office. You can also file a report with the Federal Trade Commission (FTC) by calling 1-877-438-4338 or visiting [www.identitytheft.gov](http://www.identitytheft.gov).

### **4. Enroll in the “Financial Shield Total” Program**

Please review the enclosed “Financial Shield Total” program brochure and enroll in the free services for two (2) years using your unique Enrollment Code provided above.

### **5. Additional Resources**

The FTC provides valuable information on steps you can take to protect yourself from identity theft. You can contact them at 1-877-438-4338 or visit their website at [www.ftc.gov](http://www.ftc.gov) for further guidance.

### **For More Information**

If you have any questions or need further assistance, please do not hesitate to contact us. Our team is available to assist you and provide any additional information you may need.

We deeply regret any inconvenience or concern this incident may cause and remain committed to protecting your personal information.

Sincerely,  
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Benefits Director

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## Financial Shield Total

### Key Features

- 3-Bureau Credit Monitoring
- Financial Transaction Monitoring
- High-Risk Transaction Monitoring
- Bank & Financial Account Monitoring
- Home Title Monitoring
- Real-Time Authentication Alerts
- Fictitious Identity Monitoring
- Address Change Monitoring
- Monthly Credit Score and Tracker (VantageScore 3.0)
- Spend Tracking by Category
- \$1 Million Identity Theft Insurance\*\*

### Enrollment Instructions

To enroll in Financial Shield, visit <https://app.financialshield.com/enrollment/activate/Terillium>

**1. Enter your unique Activation Code**

Enter your Activation Code and click 'Redeem Code'.

**2. Create Your Account**

Enter your email address, create your password, and click 'Create Account'.

**3. Register**

Enter your legal name, home address, phone number, date of birth, Social Security Number, and click 'Complete Account'.

**4. Complete Activation**

Click 'Continue to Dashboard' to finish enrolling.

**The deadline to enroll is 10/31/2026.** After 10/31/2026 the enrollment process will close, and your Financial Shield code will no longer be active. **If you do not enroll by 10/31/2026, you will not be able to take advantage of Financial Shield, so please enroll before the deadline.**

If you need assistance with the enrollment process or have questions regarding Financial Shield, please call Financial Shield directly at 1-888-713-0806.

\*Service Term begins on the date of enrollment, provided that the enrollment takes place during the approved enrollment period.

\*\*Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.