

#14221

LETTER FOR CLASS 1 (RENTAL APPLICANT WITH SIN)
[ZENTRUM MANAGEMENT LETTERHEAD]

October 12, 2018

From the Office of Zentrum Management and www.quinterentals.com

Re: DATA BREACH NOTIFICATION

Dear Client,

We are writing to inform you that Zentrum Management ("Zentrum") has learned of an incident that may have resulted in certain personal information being accessed without authorization. The personal information relates to individuals who applied for rental accommodations using a website: www.quinterentals.com (the "Website").

On September 26, 2018, Zentrum learned that an unidentified person (the "Hacker") illegally obtained access to the Website and downloaded the personal information of all individuals who submitted an application on the Website between Dec 5, 2005 and September 19, 2018. We will refer to this incident as the "Data Breach."

Upon learning of the Data Breach, Zentrum immediately deactivated the Website and the server on which it was hosted. In addition to deactivating the Website, all data, including personal information that may have been stored on the server, was deleted. All steps have been taken to ensure that there is no further risk of data exfiltration and no further risk of unauthorized access.

You are being contacted because our records indicate that you may have used the Website during this time period. Please note we have no information which suggests that you were specifically targeted by the Hacker. Rather, it appears that the Hacker has a history of targeting property management companies, and that Zentrum was the target of his attack.

The personal information obtained by the Hacker includes any information that would have been contained in a rental application, such as possibly your name, date of birth, address, phone number, email address, employment history, rental history, references, income and social insurance number. **To be clear, the personal information does NOT include any financial, banking or credit information, any PIN numbers or any other government issued identification.**

At this time, we have no reason to believe that your personal information has been misused, sold, or published by the Hacker. Zentrum has taken all steps to retrieve your

personal information from the Hacker and to prevent its publication. We believe we have been successful in this regard.

Notwithstanding the above, we are advising you of the Data Breach, out of an abundance of caution, so that you may take the necessary protective steps.

We recommend that you place a Fraud Alert with both Equifax and TransUnion. Each of these credit bureaus will place a Fraud Alert on your account which will ensure that you are contacted in the event that someone attempts to obtain credit in your name. The Fraud Alert will remain in place for 6 years. Equifax and TransUnion can be contacted at the following numbers:

EQUIFAX CALL: 1-800-465-7166 and follow the automated prompts

TRANSUNION: CALL: 1-800-663-9980 and follow the automated prompts

We appreciate that you may want to take further actions to protect yourself. **Thus, we are offering - free of charge - identity theft resolution services including one year of credit monitoring. These services will be provided by CyberScout, a company that specializes in identity theft resolution.** Your personal fraud specialist at CyberScout is prepared to help you understand your options and assist you with:

- **Monitoring your credit**, with access to your TransUnion credit score to notify you of unexpected changes.
- **Work with a dedicated Fraud Specialist** who will answer your questions around the incident and the remediation options offered to you.
- **Help protect your information** by providing proactive advice and steps you can take to limit potential exposure of your personal details.
- **Help minimize exposure.** Your CyberScout plan includes internet scanning and dark web monitoring.
- **Help reduce financial risk** with up to \$1,000,000 identity theft insurance, should you become a victim of identity theft.

And, in the unlikely event that your information is abused, CyberScout's resolution service includes a personal fraud specialist who will help to resolve any identity fraud issues including working with relevant agencies, business and institutions for up to a full year.

No payment by you is required. It will only take 5 minutes for you to sign up. No credit card is required. Your unique activation code for your credit monitoring subscription is «Act_Code».

To activate your subscription, visit www.myidmanager.ca or call 1-844-832-3988. Please note that when signing up for the credit monitoring products, you may be asked to verify personal information for your own protection in order to confirm your identity. Your code must be activated by January 31st, 2018.

We apologize for this incident, and want to assure you that we have taken steps to help protect you and to ensure that a similar incident does not occur. We have retained a leading data security firm to ensure additional security measures are implemented to protect the Website from future attacks. These measures include a safety feature that will automatically ensure that any personal information which may be imputed into the Website in the future will be automatically deleted from the Website and the server once the application has been processed by Zentrum.

This incident has been reported to the Federal Privacy Commissioner, the Alberta Privacy Commissioner and the British Columbia Privacy Commissioner.

We take the safety and security of your personal information very seriously. We sincerely apologize for any inconvenience and we want you to know that we are here to assist you. Should you have any further questions or concerns regarding this incident, or questions around the safekeeping of your personal details, please contact CyberScout at 1-844-832-3988.

We appreciate that contents of this letter may seem suspicious. This letter is not a ruse. To verify the contents of this letter you can call at 1-844-832-3988 and/or visit the Website, which will have a similar notification warning with respect to the incident.

Sincerely,

Zentrum Management Team