

14934

[DATE]

[Name]

[Address]

[City, State Zip Code]

Re: Notice of Data Breach

Dear [First Name],

I am writing to inform you that Jobscience, Inc.'s ("Jobscience") TalentPath product has been the subject of a cyberattack that resulted in unauthorized third-party access to certain TalentPath users' personal information. Jobscience takes the security and integrity of the data entrusted to us very seriously. As described below, we have taken steps to protect your information from further unauthorized disclosure, and we are providing certain information and services to help you protect yourself.

WHAT HAPPENED

We learned in late August 2018 that an unauthorized third-party may have gained access to one of our servers on or around May 8, 2018. We conducted a comprehensive investigation of the incident, and determined that the unauthorized third party was able to gain access to a single server used to process job application information, including information you likely submitted when you applied for a position with Jobscience or a Jobscience customer. Law enforcement is aware of the incident, but this notification was not delayed as a result of a law enforcement investigation.

WHAT INFORMATION WAS INVOLVED

The affected data generally includes information submitted by or on behalf of job applicants, such as names and contact information, and in some instances information such as Social Security Number, Driver's License Number, Alien Registration Number, username, password or security question. The information may have been submitted by or through your employer or a recruiter or staffing service who utilized the TalentPath service.

WHAT WE ARE DOING

We have already taken steps to address this incident and protect your personal information from further unauthorized disclosure. In particular, we have remedied the underlying cause of the unauthorized access by deploying patches to the server that was accessed, and we have forced a password reset for all accounts so that the attacker cannot use any information gleaned from the attack to gain further entry to the server. The security and confidentiality of the data we process is one of our top priorities, and we will continue to examine ways we can better protect your data.

WHAT YOU CAN DO

We are enclosing a tip sheet that contains information about how to obtain copies of your credit reports (including tips for doing so free of charge), which you should review for any unexplained activity, and information about how to set up fraud alerts or security freezes on your accounts (which are also offered free of charge). A fraud alert lasts for 1 year. You can simply call one of the three credit reporting agencies at the number in the attached tip sheet. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without written authorization. Please be aware that placing a security freeze on your credit report may delay,

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interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. To place a security freeze on your credit report, you should contact **each** of the three major consumer reporting agencies (Equifax, Experian, and TransUnion) using one of the contact methods provided on the enclosed tip sheet.

Additionally, we advise you to take the time to change the passwords and security questions and answers you use for any of your online accounts, particularly accounts for which you may have used the same username and password as you used for your Jobscience account (if applicable).

Under Massachusetts law, you have the right to obtain any police report that may have been filed in regard to this incident. If you have been a victim of identity theft, you also have the right to file a police report and obtain a copy of it. You also have the right to place, lift, or remove a security freeze, free of charge. To request a security freeze, you may be required to provide some or all of the following information: (1) your full name (including middle initial and suffix); (2) Social Security number; (3) date of birth; (4) if you have recently moved, the address(es) where you lived prior to your current residence; (5) proof of current address such as a current utility bill or telephone bill; and (6) a legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).

If you request a security freeze on your credit report online or by phone, the credit reporting agencies have one (1) business day to place the freeze. The credit reporting agencies have three (3) business days to place a security freeze requested by mail. The credit reporting agencies must send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a request to the credit reporting agencies and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have one (1) hour after receiving a request online or by phone – or three (3) business days for requests by mail – to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a request to each of the three credit reporting agencies and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit reporting agencies have one (1) hour after receiving a request online or by phone – or three (3) business days for requests by mail – to remove the security freeze. More information about lifting or removing security freezes can be found on the credit reporting agencies' websites; we have provided URLs for those websites on the enclosed tip sheet.

CREDIT MONITORING SERVICE

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** July 31, 2019 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/credit
- Provide your **activation code:** [code]

A credit card is **not** required for enrollment in Experian IdentityWorks. If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online,

please contact Experian's customer care team at 1-877-890-9332 by July 31, 2019. Be prepared to provide engagement number DB11561 as proof of eligibility for the identity restoration services by Experian.

You can contact Experian **immediately** regarding any fraud issues. If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, Experian has Identity Restoration agents available to work with you to investigate and resolve each incident of fraud that occurred.

We encourage you to remain vigilant over the coming months and regularly review your bank and other financial account statements, as well as your credit report. If you have any reason to believe you may be the victim of identity theft, or notice any suspicious activity on any of your accounts, the attached tip sheet contains a number of important steps you should take, including immediately notifying the relevant institution, your local law enforcement agency, the Massachusetts Attorney General, and the Federal Trade Commission.

FOR MORE INFORMATION

For more information or should you have any questions, please contact 1-877-890-9332.

Sincerely,



Bill Knox
Director Security
Jobscience, Inc.

TIP SHEET OF HELPFUL INFORMATION

REVIEW YOUR CREDIT REPORTS

To obtain an annual free copy of your credit reports, visit www.annualcreditreport.com or call 1-877-FACT ACT. You may also contact the major credit reporting agencies directly:

- **Equifax:** 1-800-685-1111; P.O. Box 740241, Atlanta, GA 30374; www.equifax.com
- **Experian:** 1-888-397-3742; 475 Anton Blvd. Costa Mesa, CA 92626; www.experian.com
- **TransUnion:** 1-800-888-4213; 2 Baldwin Place, P.O. Box 2000, Chester, PA 19022; www.transunion.com

Once you receive your reports, review them carefully for inquiries from companies you did not contact, accounts you did not open, or debts you cannot explain. Verify the accuracy of your Social Security number, address(es), complete name, and employer(s). If any information is incorrect or you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

CONSIDER A FRAUD ALERT AND/OR SECURITY FREEZE

Consider contacting the fraud department of at least one of the three major credit reporting agencies to request that a "fraud alert" and/or "security freeze" be placed on your file, and include a statement that creditors must get your permission before any new accounts are opened in your name. To place a security freeze on your file, you should contact **each** of these agencies using the contact information below, but you only need to contact one of the three credit bureaus to place a fraud alert:

- **Equifax**
 - Fraud Alert: Visit <https://www.alerts.equifax.com> or call 1-800-525-6285.
 - Security Freeze: Visit <https://www.freeze.equifax.com>, call 1-800-349-9960, or send a written request to Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348.
- **Experian**
 - Fraud Alert: Visit <https://www.experian.com/fraud> or call 1-888-397-3742.
 - Security Freeze: Visit <https://www.experian.com/freeze>, call 1-888-397-3742, or send a written request to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013.
- **TransUnion**
 - Fraud Alert: Visit <https://fraud.transunion.com> or call 1-800-680-7289.
 - Security Freeze: Visit <https://freeze.transunion.com>, call 1-888-909-8872, or send a written request to TransUnion Security Freeze, Fraud Victim Assistance Department, P.O. Box 6790, Fullerton, CA 92834.

SUGGESTIONS IF YOU SUSPECT YOU ARE A VICTIM OF IDENTITY THEFT

- **Contact the U.S. Federal Trade Commission ("FTC").** The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. File a report with the FTC or get more information about steps to consider taking by visiting www.identitytheft.gov; calling the FTC's Identity Theft Hotline: 1-877-IDTHEFT (438-4338); or sending a written request to Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, DC 20580. You can find additional information about identity theft from the FTC by visiting www.consumer.gov/idtheft.
- **Filing and obtaining a U.S. police report.** In some states, you have a right to file a police report and get a copy of the report from your local police department or sheriff's office. You should also consider notifying your state's Attorney General. You can find contact information at <https://www.usa.gov/state-attorney-general>. Some creditors and others may require proof of a crime in order to clear up your records.
- **Keep a record of your contacts.** Start a file with copies of your credit reports, any police report, any correspondence, and copies of disputed bills. It is also useful to keep a log of your conversations with creditors, law enforcement officials, and other relevant parties.