

14946



Access Intelligence

April 5, 2019

[NAME]
[ADDRESS]

*RE: Important Security Notification
Please read this entire letter.*

Dear [NAME]:

We are contacting you regarding a data security incident that occurred from January 22 through March 6, 2019 on Access Intelligence, LLC's ("Access") computer systems. This incident involved potential access to systems containing your personal information, including your name, birth date, personal address, phone number(s), Social Security numbers, and benefits information. While our investigation did not discover that your data was actually copied, obtained, or viewed, it is still possible that it may have been compromised. We are treating the situation with an abundance of caution. Please be assured that we have taken every step necessary to address the incident.

We were alerted to a potential issue on March 4, 2019, when one of our employees discovered suspicious VPN (virtual private network) activity by an unknown attacker on her company-issued laptop. Immediately upon discovering the issue, we took immediate steps to contain the situation, implement security measures to ensure the attacker was locked out of our systems, and conducted a thorough forensics investigation. The affected laptop allowed for potential entry to an Access drive that contained employee HR and benefits information, including the personal information of individuals covered under employee policies. The investigation also revealed that the Access network was compromised through the VPN over the period January 22 through March 6, 2019. We have not identified any other intrusions.

Again, we have no indication that personal data on our systems was actually obtained or misused. But we value your privacy and have taken steps to both prevent another intrusion and to provide you with peace of mind regarding your personal data.

What we are doing to protect your information:

To help protect your identity, we are offering a complimentary one-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: <https://www.experianidworks.com/3bplus>
- Provide your activation code: **[CODE]**

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 **877-890-9332** by **7/31/2019**. Be prepared to provide engagement number **[NUMBER]** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

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 1-888-397-3742. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at 301-354-2000.

Sincerely,

Macy L. Fecto
Chief People Officer

* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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



FEDERAL TRADE COMMISSION

IdentityTheft.gov

What information was lost or exposed?

Social Security number

- If a company responsible for exposing your information offers you free credit monitoring, take advantage of it
- Get your free credit reports from annualcreditreport.com. Check for any accounts or charges you don't recognize
- Consider placing a credit freeze. A credit freeze makes it harder for someone to open a new account in your name
 - If you place a freeze, be ready to take a few extra steps the next time you apply for a new credit card or cell phone —or any service that requires a credit check.
 - If you decide not to place a credit freeze, at least consider placing a fraud alert.
- Try to file your taxes early — before a scammer can. Tax identity theft happens when someone uses your Social Security number to get a tax refund or a job. Respond right away to letters from the IRS.
- Don't believe anyone who calls and says you'll be arrested unless you pay for taxes or debt — even if they have part or all of your Social Security number, or they say they're from the IRS
- Continue to check your credit reports at annualcreditreport.com. You can order a free report from each of the three credit reporting companies once a year.