

15798

**Data Incident Notice**

Engagement #: XXXXXX

*via First Class Mail*  
**[DATE LETTER MAILED]**

NAME  
Address  
Address

Re: Data Incident

Dear NAME:

We are writing to notify you of a recent isolated incident involving your W-2c that was brought to our attention on August 12, 2019. On that date, we were notified by an individual that your W-2c was mistakenly included with his W-2c in a mailing he had received. The W-2c included your name, address, Social Security number, and W-2c information (i.e., taxable wages, federal taxes, state taxes, and gross wage information).

After a thorough investigation conducted by our Service Provider (responsible for the W-2 mailings) and us, it was determined that this incident resulted from an operator processing error at our Service Provider's location. In response to this event, the involved operator has been reprimanded.

We take customer privacy and security very seriously, and we sincerely apologize for this incident and regret any concern or inconvenience it may have caused. Following this incident, steps have been taken to secure your personal information and to prevent this incident from recurring, including providing additional training on standard operating procedures.

Further, in an abundance of caution, and at no cost to you, we are offering a complimentary two-year membership in Experian's® IdentityWorks<sup>SM</sup>. This product provides superior identity theft detection and resolution. To activate your complimentary membership and start monitoring your personal information, please follow the steps in the enclosed instructions. **Please retain this information; you will need it to register for services.** You will not need to provide a credit card or sign up for any other service provided by Experian to access this product.

If you have questions, call **HRConnect; XXX-XXX-XXXX; Hours of Operation: Monday – Friday 8:00 AM – 5:00 PM CST.**

Sincerely,

**Alight**

Attachments: Credit monitoring service activation information

### **Credit Monitoring Enrollment Instructions**

Please note that this offer is available to you for 3 months from the date of this letter. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 12/31/2019** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/plus>
- Provide your **activation code: XXXXXXXX**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by **12/31/2019**. Be prepared to provide engagement number **XXXXXX** as proof of eligibility for the Identity Restoration services by Experian.

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. 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).

#### **Additional details regarding your 24-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.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian file 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.
- **\$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information.

<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling

<sup>2</sup> 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.

## Identity Theft Protection Tips

You should consider taking the following steps to protect yourself and your identity:

### Placing a Fraud Alert on Your Credit File:

Whether or not you choose to activate this 24-month service, we recommend that you place an initial 90-day "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you 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 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

#### **TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

### 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 your 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 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**

PO Box 105788  
Atlanta, GA 30348  
<https://www.freeze.equifax.com>  
1-800-349-9960

#### **Experian Security Freeze**

PO Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

#### **TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016  
<http://www.transunion.com/securityfreeze>  
1-888-909-8872

In order to place the security freeze, you will need to supply your 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.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

### 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](http://www.annualcreditreport.com)**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.