



PO BOX 44
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To All Team Members and Individuals who may be Affected:

IMPORTANT NOTICE

BREACH OF SECURITY AND MITIGATION EFFORTS

On Friday, December 6th, we determined that a breach of security which affected your personal information occurred. We are continuing our investigation into the breach. For more information regarding the breach, please contact Massey Services' Human Resources Department at 407-645-2500.

As a safeguard for you, we have arranged for you to enroll, *at no cost to you*, in an online credit monitoring service (*myTrueIdentity*) for 24 months provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. We request that you activate this service as soon as possible and be vigilant regarding your personal financial information and its use.

HOW TO SIGN UP FOR YOUR CREDIT MONITORING SERVICE

- To enroll in this service, go to *myTrueIdentity* website at www.mytrueidentity.com
- In the space referenced as "Enter Activation Code," enter the following 12-letter Activation Code <<Code>> and follow the three steps to receive your credit monitoring service online within minutes.

For any questions, please call the *myTrueIdentity* Customer Service team toll-free hotline at 1-844-787-4607.

You can sign up for the online credit monitoring service anytime between now and April 30, 2020. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion®, Experian®, and Equifax®, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain 24 months of unlimited access to your TransUnion credit report and credit score. The daily monitoring service will notify you if there are any critical changes to your credit files at TransUnion®, Experian®, and Equifax®. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

If you believe you may be a victim of identity theft, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the following 6-digit telephone pass code **698536** to speak to a TransUnion® representative about your identity theft issue.

Special note for minors affected by this incident: The same services referenced in this notice may not be available to minors. As an alternative, if you are a parent or legal guardian, you can check to see if your child may be a victim of identity theft by using TransUnion's secure online Child Identity Theft Inquiry form at www.transunion.com/childidentitytheft to submit your information. TransUnion will then investigate the existence of a potential credit file with your child's Social Security Number. After the search is complete, TransUnion will respond to you at the email address you provide. If they locate a file in

your child's name, they will ask you for additional information in order to proceed with steps to protect your child from any impact associated with this fraudulent activity. The more promptly you respond to this request, the more quickly TransUnion can take action on your family's behalf.

If you have any problems activating this service or any questions or concerns, please contact Massey Services' Human Resources Department at 407-645-2500.

FOR YOUR INFORMATION

The following are three additional steps you can take:

Fraud Alert

Whether or not you enroll in credit monitoring, a free "Fraud Alert" on your credit file is recommended. Fraud Alert messages notify potential creditors that they should verify your identification before extending credit in your name in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit.

- Call only one of the following three nationwide credit reporting companies to place your Fraud Alert: TransUnion®, Equifax® or Experian®.
- As soon as the credit reporting company confirms your Fraud Alert, they will also forward your alert request to the other two nationwide credit reporting companies.
- The contact information for the three nationwide credit reporting companies is:

Equifax®	TransUnion®	Experian®
PO Box 740256 Atlanta GA 30374 www.equifax.com 1-800-525-6285	PO Box 2000 Chester, PA 19016 www.transunion.com/fraud 1-800-680-7289	PO Box 9554 Allen, TX 75013 www.experian.com/fraud 1-888-397-3742

Free Credit Report Information

Under federal law, you are also entitled to one free credit report once every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or make a request online at www.annualcreditreport.com.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report.

- Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts.
- You also should file a complaint with the FTC at www.identitytheft.gov or at 1-877-ID-THEFT (1-877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.
- Also visit the FTC's website at www.ftc.gov/idtheft to review their free identity theft resources such as their comprehensive step-by-step guide "Identity Theft – A Recovery Plan."

Security Freeze Information

You can request a free Security Freeze (also known as a "Credit Freeze") on your credit file by contacting each of the three nationwide credit reporting companies via the channels outlined below. When a credit freeze is added to your credit report, third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. A credit freeze can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. To contact:

Equifax® Security Freeze	TransUnion® Security Freeze	Experian® Security Freeze
PO Box 105788 Atlanta GA 30348 www.equifax.com 1-888-298-0045	PO Box 2000 Chester, PA 19016 www.transunion.com/freeze 1-888-909-8872	PO Box 9554 Allen, TX 75013 www.experian.com/freeze 1-888-397-3742

