

16586

March 6, 2020

«FIRST NAME LAST NAME»
«ADDRESS_1»
«ADDRESS_2»
«CITY», «STATE» «ZIP»

Dear «FIRST NAME»,

The Infosoft Group LLC ("Infosoft") is writing to notify you about a data security incident we recently experienced and the steps we are taking to address the incident. Although we are not aware at this time of any actual harm to any individuals as a result of this situation, the incident may have potentially exposed your personal information to an unauthorized party. We recognize the concern this may cause, and we want to inform you of the steps we have taken and provide you with information on steps you can take to further protect your personal information.

WHAT HAPPENED?

On January 21, 2020, Infosoft discovered that an unauthorized third party accessed an employee email account through a process called "phishing." "Phishing" occurs when a third-party bad actor is disguised to appear as though it is a known source requesting authorized access to user or account information, such as a password. This email phishing attack occurred on or around January 17, 2020 and allowed the unauthorized third party to access one Infosoft employee email account.

WHAT INFORMATION WAS INVOLVED?

The information that may have been disclosed included your full name, address, social security number, and employer identification number ("EIN").

WHAT WE ARE DOING.

After becoming aware of this incident, we took prompt action to secure the email system to help ensure that the unauthorized third party no longer had access. We also took additional steps to contain the situation, including engaging outside information security and technology experts to assist in our review and investigation of the incident. As part of this investigation, our information security and technology experts were engaged to determine what, if any, information may have been accessed.

At this point, we are not aware of any misuse of your information. We understand that situations like this can cause concern, and Infosoft has arranged for you to receive credit monitoring and identity theft protection for two (2) years at no charge (if you desire to obtain such protection) through Experian. Details are further outlined in Attachment 1 to this letter.

In addition to our existing security measures, Infosoft has enhanced its password policy, increased internal communications and reminders regarding external phishing and security threats, and planned future third-party testing of data privacy and security measures, including testing of social engineering attacks.

WHAT YOU CAN DO.

Besides using the credit monitoring and identify theft protection described above, we recommend that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring free credit reports. Promptly report any fraudulent activity or any suspected incidents of identity theft to your

financial institutions or company with which the account is maintained, as well as applicable authorities, including your state attorney general and the Federal Trade Commission ("FTC").

Additionally, the FTC and the Internal Revenue Service ("IRS") both generally recommend that individuals who believe that they may be at risk of taxpayer refund fraud should, in addition to the above-described steps, file their income taxes as soon as possible. The IRS further suggests that a taxpayer who is an actual or potential victim of identity theft complete and submit to the IRS Form 14039 (Identity Theft Affidavit). Form 14039 is available at <https://www.irs.gov/pub/irs-pdf/f14039.pdf>. Upon receipt of this affidavit, the IRS may flag your taxpayer account to identify questionable activity. You may also contact your state taxing authority to report tax-related identity theft.

FOR MORE INFORMATION.

On behalf of Infsoft, I want to apologize for any concern this situation may have caused. For further information and assistance, please contact Dana Serrano at (952) 500-6876 or by email at dana.serrano@localjobnetwork.com.

Sincerely,

Patrick Sheahan
The Infsoft Group LLC
Chief Executive Officer

Attachment 1

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: 05/31/2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code: [insert]**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling online with Experian IdentityWorks, please contact Experian's customer care team at 1-877-890-9332 by **05/31/2020**. Be prepared to provide engagement number **DB18256** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR TWO-YEAR EXPERIAN IDENTITYWORKS MEMBERSHIP:

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

You may 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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** 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 1-877-890-9332. 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 two years from the date of this letter and is activated with the services available upon enrollment in IdentityWorksSM. 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.

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

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ADDITIONAL INFORMATION ON CREDIT MONITORING & IDENTITY THEFT

Individuals are advised to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports. In addition, promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission. Individuals also have the right to obtain a police report in the event one has been created for this incident.

The following are various resources:

Federal Trade Commission ("FTC")

www.ftc.gov/idtheft

1-877-ID-THEFT (1-877-438-4338)

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Take Charge: Fighting Back Against Identity Theft

This is a comprehensive guide from the FTC to help you guard against and deal with identity theft

<https://www.identitytheft.gov/>.

Credit Bureaus

Aside from the features provided by Infosoft through Experian's® IdentityWorksSM described above, you may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at www.annualcreditreport.com/manualRequestForm.action

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-800-685-1111
www.equifax.com/CreditReport
Assistance
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 4500
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com/fraud
P.O. Box 1000
Chester, PA 19016

You can obtain additional information from the FTC and the nationwide credit reporting agencies about placing a security freeze on your credit files and fraud alerts. A security freeze is a free tool that lets us restrict access to your credit report, which in turn makes it more difficult for identity thieves to open new accounts in your name. To place a security freeze on your credit files, contact each of the nationwide credit bureaus. You will need to supply your name, address, date of birth, social security number, and other personal information. You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies using the contact information listed above.