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March 20, 2020

We spend a lot of time thinking about and preparing for challenges to our data security, as cybercrime is a very real and pervasive threat worldwide. Unfortunately, I am writing you today to let you know we have experienced a data breach incident that inadvertently included elements of personal information about you and other current and former Matrix employees. I am very sorry to have to report this. Here's what you need to know:



Ken Cope, Ph.D.
President

We have reviewed the incident carefully and determined it was a unique occurrence caused by human error, not a system failure. One employee's internal emails, including archives as far back as 2014, were accessed. We believe these emails may have included attachments containing personally identifiable information (PII), including name, address, DOB and SS#. In some instances, bank account information was included.

We have confirmed no client data was involved in the breach.

Cybercriminals can use personal data to compromise and replicate your identity for a variety of purposes. We have prepared for such an event by purchasing PrivacyArmor protection for all our employees. This service is available now at no charge to you and members of your immediate family.

PrivacyArmor's monitoring platform detects high-risk activity across your financial transactions, credit reports, and even the dark web. With the first sign of identity theft or fraud, a dedicated Privacy Advocate® will fully manage your recovery and restore your identity. The program also includes a \$1 million identity theft insurance policy that would cover any out-of-pocket expenses, lost wages, or legal fees associated with the incident.

I recommend you activate this service today by clicking [here](#), or visiting <https://www.privacyarmor.com/rslemmployee>. You will note this service is available free of charge to all Matrix and RSL employees.

I would like to offer our sincere apologies for this error and the inconvenience it may cause. It clearly underscores the importance of ongoing security training and vigilance against very sophisticated criminals and methods. Fortunately, we all have the power to reduce the risk of future breaches, and we have a powerful process and partner organization behind us to help you and those affected stay protected in the immediate term.

Thank you for your commitment. If you have any questions about the PrivacyArmor service or process, please contact Katie Bolk at katie.boik@matrixcos.com.