

16780

April 23, 2020

CLIENT NAME & ADDRESS BLOCK

RE: Important Security Notification
Please read this entire letter.

Dear **CLIENT NAME**:

We are writing to let you know that on April 2nd, QCI became aware that an unauthorized individual gained access to a QCI employee's email account. When we became aware of the access, we immediately changed the password and credentials for this employee. This quick action ended the access.

We've reviewed the information contained in the email system and found that some of your personal information was in contact records stored there. While we have no evidence that this information was actually accessed or viewed during this incident, we feel you would want to know that your name, address, email address, social security number, date of birth, and the date of birth of others in your household were potentially exposed during this time.

We take security seriously and have taken several additional steps to safeguard your information. First, we implemented additional email security measures for all QCI staff. This was put in place within a day of this incident. Secondly, we have completed a cleansing of the email contact database to eliminate social security number information from that system. Lastly, we have partnered with Experian to provide you with resources to 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: 07/31/2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- 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 July 31, 2020. Be prepared to provide engagement number **NUMBER** as proof of eligibility for the identity restoration services by Experian.

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.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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 (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).

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

In addition to the protection provided through Experian, the Federal Trade Commission's websites: www.IdentityTheft.gov and www.ftc.gov/idtheft contain comprehensive information on how to protect your identity. On these sites, you can find the contact information for the 3 major Credit Bureau's. This information is also provided below for your convenience. You may use this information to make it harder for someone to open accounts in your name by placing a free freeze on your credit.

While we don't have evidence that your information was accessed, we would remind you that it is always advisable to be vigilant for incidents of fraud or identity theft. If you should ever believe that you are a victim of identity theft, please use the resources detailed in this letter and contact your local law enforcement agency to file a police report.

If you have questions or concerns regarding this matter, please do not hesitate to contact us at (585) 218-2060.

Sincerely,

H. Edward Shill, CFA
President & CEO
QCI Asset Management, Inc.

* 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.

CREDIT BUREAU INFORMATION

Equifax.com/personal/credit-report-services

P.O. Box 740241, Atlanta, GA 30374

1-800-685-1111

Experian.com/help

P.O. Box 2002, Allen, TX 75013

888-EXPERIAN (888-397-3742)

TransUnion.com/credit-help

P.O. Box 2000, Chester, PA 19016

888-909-8872