

17083

Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<MailID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
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<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

Dear <<Name 1>>:

We are writing to inform you of a data security incident that involved Henriott Group ("Henriott") that may have resulted in the disclosure of some of your personal information. At this time, we are not aware of any misuse of any of your personal information. Nonetheless, because we take the security of your personal information very seriously, we are notifying you out of an abundance of caution. This letter contains information about the incident, the steps you can take to protect your personal information, and the resources that we are making available to you.

Henriott is an independent insurance agency headquartered in Lafayette, Indiana. If you have not worked with us directly, we may have obtained limited information about you from your employer, to whom we provide insurance and other services.

On December 12, 2019, we discovered that an unknown individual gained access to one of our employee's email account. In response to that discovery, we took immediate action to prevent further access to that email account and other email accounts, and commenced an investigation.

We retained an independent computer forensics company to conduct an extensive investigation to determine how the incident occurred, and the email accounts that were affected. It was determined that the incident occurred through a phishing campaign, and that only one email account was affected for a brief period of time.

Following the completion of the forensics investigation, we retained a professional consulting company to determine what personal information was contained in the compromised email account along with the names and addresses of the affected individuals. This final stage of the investigation was completed on May 18, 2020.

At its conclusion, the investigation determined that <<Variable Data>> was present in the affected email account. As previously mentioned, we are not aware of any misuse of any of your personal information. Nonetheless, because we take the security of your personal information very seriously, we are notifying you out of an abundance of caution.

As a precautionary measure, we are providing you with complimentary services to help protect your identity. We secured the services of TransUnion, a company that specializes in identity theft monitoring services, to provide you single bureau credit monitoring services for eighteen (18) months at no cost to you. With this protection, TransUnion will provide you alerts whenever changes occur to your credit file, and help you resolve any issues if your identity is compromised as a result of this incident.

To enroll in credit monitoring services at no charge to you, please visit [www.MyTrueIdentity.com](http://www.MyTrueIdentity.com), and in the space referenced as "Enter Activation Code," enter the unique, the 12-letter Activation code <<Activation Code>>. Your unique activation code is valid through <<Enrollment deadline>>.

Please note that an internet connection and email address is required to enroll, and that you may be asked to verify personal information to confirm your identity during the enrollment process for your own protection.

If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Engagement Number>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

If you have questions about this free service, please contact our call center to speak with one of our agents by calling 855-917-3533, toll-free, Monday through Friday, 9 AM to 9 PM EST.

### **Who do I call if I have additional questions?**

We also set up a call center to answer any additional questions that you might have. If you have any questions, please do not hesitate to call 855-917-3533, toll-free, Monday through Friday, 9 AM to 9 PM EST.

### **What else can I do to protect myself?**

You can contact the three largest credit bureaus to request fraud alerts, and a security freeze on your credit report. The names, addresses, websites, and phone numbers of those credit bureaus follows.

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
800-525-6285

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
888-397-3742

**TransUnion (FVAD)**  
P.O. Box 2000  
Chester, PA 19022  
[freeze.transunion.com](http://freeze.transunion.com)  
800-680-7289

You can also contact the Federal Trade Commission ("FTC") to learn steps you can take to prevent identity theft. The FTC's contact information follows.

**Federal Trade Commission**  
Consumer Response Center  
600 Pennsylvania Ave NW  
Washington, DC 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-IDTHEFT (438-4338)

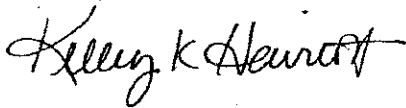
You should remain vigilant by reviewing your account statements and monitoring your credit report, and report any suspected incidents of identity theft to your local law enforcement agency, or the state attorney general.

Please see the insert that accompanied this letter for additional information.

We remain committed to ensuring that your personal information is secure while it is in our control, and we are taking steps to prevent a similar incident from occurring in the future. For instance, we changed our internal procedures, implemented multi-factor authentication ("MFA") on our email accounts, and implemented MFA on our customer relationship management ("CRM") systems.

We sincerely regret and apologize for any inconvenience this incident may cause.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelley K. Henriott". The signature is written in a cursive style with a large initial "K".

Kelley Henriott  
Vice President  
Information Security Officer



Activation Code: <<Activation Code>>

## Complimentary 18 Month *myTrueIdentity* Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for 18 months provided by TransUnion Interactive, a subsidiary of TransUnion,<sup>®</sup> one of the three nationwide credit reporting companies.

### **How to Enroll: You can sign up online or via U.S. mail delivery**

- To enroll in this service, go to the *myTrueIdentity* website at [www.MyTrueIdentity.com](http://www.MyTrueIdentity.com) and, in the space referenced as "Enter Activation Code," enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the six-digit telephone passcode <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. 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 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.

### **ADDITIONAL DETAILS REGARDING YOUR 18-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:**

- Once you are enrolled, you will be able to obtain 18 months of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)