

June 26, 2020

«Employee_First_Name» «Employee_Middle_Name» «Employee_Last_Name»
«Address_Line_1»
«Address_Line_2»
«City», «State» « Zip»

Dear «Employee_First_Name»,

We are writing to provide you additional information regarding the recent security incident discussed in the notice emailed to you on or about June 9, 2020. CBRE recently learned that a former employee, in violation of Company policy, forwarded certain emails and records containing personal information about a small number of CBRE employees to their personal email address. The Company is taking concerted steps to ensure that there is no further dissemination of this information, including legal action against the employee.

As we indicated in our prior communication, the team investigating this situation found your name and Social Security Number (or last four digits of your Social Security Number) in these records. Though we are still investigating the circumstances of this incident, at this time, we have no information that indicates that your personal information has left the possession of the former employee, been used in an unauthorized manner or that any additional personal information was involved.

We take the privacy and security of your personal information very seriously, and for this reason, we want you to understand what we are doing to address this issue and what steps you can take to protect yourself.

What We Are Doing

CBRE immediately hired a nationally recognized law firm and cyber forensic firm to help with its investigation and remediation of this incident, including conducting a forensic investigation of the former employee's CBRE-issued computer. CBRE's Cyber Security Office has also performed searches of the dark web and has found no indication that any of the impacted personal information has made its way to the dark web. These efforts are ongoing. In addition to ongoing security enhancement measures undertaken prior to this incident to prevent confidential personal data from leaving CBRE's environment, CBRE is working to strengthen administrative and technical safeguards around the increased remote-working environment as quickly as possible.

We obtained a temporary restraining order to legally prohibit this former employee from accessing, opening or using any of the information in the documents and have sought a court order to grant us access to the former employee's personal devices and personal email account(s) to verify that no Company documents have been opened, forwarded, or otherwise exfiltrated out of the Company.

Credit Monitoring Services

Even though we are currently unaware of fraud or misuse concerning your personal information, in an abundance of caution, **we are offering you a complimentary 24-month membership of *myTrueIdentity*, an online credit monitoring service provided by TransUnion, one of the three nationwide credit reporting companies.**

If you choose to enroll in this credit monitoring service, *myTrueIdentity* will, among other things, scan your credit files at the three national credit reporting agencies - Equifax, Experian and TransUnion – and alert you of certain changes. Monitoring all three credit agencies for changes is important because each agency operates separately from one another, and the information they receive and include in your credit report could be different. With *myTrueIdentity*, you will also receive toll-free access to credit specialists who are available to assist in the event you have questions or experience a change to your credit. For additional information regarding this service and instructions to enroll, please refer to the enclosed instruction sheet.

Additional Steps You Can Take to Protect Yourself

It is important that you remain vigilant in monitoring for incidents of fraud and identity theft. Should you notice suspicious activity on any of your accounts, you should immediately notify the company that maintains that account. Additionally, you should report any fraudulent activity or any suspected incidents of identity theft to the proper law enforcement authorities. Further, you can follow the steps recommended by the Federal Trade Commission to protect yourself from identity theft. The FTC's website offers helpful information at www.ftc.gov/idtheft. The FTC can also be contacted by calling (877) 438-4338 or by writing to them at 600 Pennsylvania Avenue, Washington, DC 20580.

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. A credit report is free of charge once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Alternatively, contact information for the three nationwide credit reporting agencies is listed below.

Equifax
1-800-685-1111
www.equifax.com

Experian
1-888-397-3742
www.experian.com

TransUnion
1-800-680-7289
www.transunion.com

Additionally, you may place a freeze on your credit reports. A freeze prevents the credit reporting agencies from releasing information contained in your credit report without your express authorization. If you wish to freeze your credit report with all three of the credit reporting agencies, you must send a separate request to each agency. The contact information for the three nationwide credit reporting agencies is listed above.

For More Information

Please direct any questions you may have regarding this letter, or the incident itself, to your People Business Partner. Please refer to the enclosure *How to Find Your People Business Partner* for more information on how to contact your People Business Partner.

We will provide additional updates as more information is known.

Sincerely,

CBRE, Inc.

Credit Monitoring Instruction Sheet

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

Once you are enrolled, you will be able to obtain 24 months of unlimited access to your TransUnion credit report and VantageScore® credit score by TransUnion. The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion®, Experian® and Equifax®, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes the ability to lock and unlock your TransUnion credit report and up to \$1,000,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

You can sign up for the *myTrueIdentity* online credit monitoring anytime between now and October 31, 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, or are under the age of 18. Enrolling in this service will not affect your credit score.

If you have questions about your credit monitoring benefits, need help accessing your credit report, or passing identity verification, please contact the *myTrueIdentity* Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern time. *(Due to the impact of the Coronavirus outbreak on all our communities, we've had to reduce our call center hours to Monday - Friday 9am - 5pm ET.)*