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[World Vision Logo]

34834 Weyerhaeuser Way S.  
Federal Way, WA 98063

August 27, 2020

[Recipient's Name]

[Address]

[City, State, Zip]

Account Number: [WV account number]

RE: Important Information Security Update – please read the entire letter

Dear <firstname>,

Thank you for your continued faithful support of children and families around the world through World Vision. We value your partnership and take the protection and proper use of your information very seriously. We are writing to provide an important update on our investigation into the recent Blackbaud information security breach.

### **What Happened**

Blackbaud—one of the largest providers of financial and database services to nonprofit organizations—experienced an information security incident from February 7, 2020 to May 20, 2020. Blackbaud notified World Vision on July 16, 2020 that many of our donors had been impacted. We immediately notified our donors and launched our own investigation.

On July 30, our investigation determined that confidential information for a small number of World Vision donors may have been accessed.

Our investigation has also confirmed that Blackbaud, together with independent forensics and law enforcement, have exercised appropriate measures to protect your information. This included negotiation with the cybercriminals and confirmation that all stolen information was destroyed. Blackbaud has also hired experts to monitor the internet for any illegitimate use of the stolen information, and they have found no evidence that any donor information was released or used. Additional information on the incident is available on Blackbaud's website at [blackbaud.com/securityincident](https://blackbaud.com/securityincident).

Based on the nature of this incident, Blackbaud's research, and the third-party (including law enforcement) investigation, we have no reason to believe that any data was misused.

### **What Information Was Involved**

After a thorough review of this data, we have confirmed that the breach did not include any credit card information. However, it may have included your bank account, Social Security, driver's license, and/or date of birth information.

## **What We Are Doing**

Blackbaud has made changes that minimize the risk of this occurring in the future. Blackbaud's teams have identified and fixed the vulnerability associated with this incident. They have also confirmed through testing by multiple third parties that they are no longer vulnerable to this type of information security attack.

Although there is no evidence that the information has been accessed or misused, we take the security of your information very seriously. Therefore, we have decided to provide two years of credit monitoring and identity theft protection from Equifax at no cost to you.

Please call World Vision's Donor Contact Services team directly at 1-800-531-7777. Representatives are ready to assist you by answering questions and helping you take the next step. If you'd prefer, you can also enroll in the Equifax services directly at [myservices.equifax.com/patrol](https://myservices.equifax.com/patrol) (see enclosure for more information).

## **What You Can Do**

We recommend enrollment in the Equifax credit monitoring and identity theft protection services. We also recommend continued vigilance for potentially fraudulent activity, including confirming the legitimacy of emails and website links that may appear to come from World Vision or other charities. Contact your bank if you see fraudulent activity on your bank or credit card accounts.

If you have any concerns about potential fraud or impacts to your credit, you can contact the following FTC and credit reporting agencies:

- Federal Trade Commission, at [IdentityTheft.gov](https://IdentityTheft.gov)
- Equifax, at [Equifax.com/personal/credit-report-services](https://Equifax.com/personal/credit-report-services) or 1-800-685-1111
- Experian, at [Experian.com/help](https://Experian.com/help) or 1-888-397-3742
- Transunion, at [TransUnion.com/credit-help](https://TransUnion.com/credit-help) or 1-888-909-8872

## **For More Information**

We sincerely apologize for this incident and regret the inconvenience and concern that it has caused you. If you have any further questions or would like more information on ways to protect your information, please do not hesitate to call our Donor Contact Services team at 1-800-XXX-YYYY. We are here to serve you.

William Randolph  
Chief Information Officer  
World Vision U.S.