

17788

Brookfield Brookfield Residential Properties

[DATE]

[Name]

[Address]

[Address]

NOTICE OF DATA BREACH

To our valued Team Member:

We are writing to inform you of a data security incident that occurred on Sunday, August 9, 2020 that affected various Brookfield Residential Properties Inc. ("BRPI") servers. As result of this incident, the security of some of your personal information may have been compromised.

What Information Was Involved

While our investigation is still ongoing, at this time we have reason to believe that the files affected by this incident contained the following categories of personal information relating to Brookfield Properties Development employees and contractors: names, addresses, email addresses, employment information (such as job title, employee ID number, compensation, and performance reviews), social security numbers, date of birth, driver's license for employees who drive BRPI vehicles, passports in rare circumstances, and bank account numbers (but no passwords, access codes, or PINs). **Please note that while this list of personal information has been identified as part of the data set compromised in this incident, it does not mean that each category of personal information listed was compromised for every individual.**

What We Are Doing

Upon learning of this incident, we promptly shut down our servers, engaged the FBI, local law enforcement, external counsel and various cyber security experts. We continue to work closely with these experts as we restore server access in a safe and timely manner.

We have been (and will continue) to work with our cyber and forensic experts to remedy this incident and to identify potential enhancements to our information security systems. In response to this incident, we have blocked access to our networks, isolated and removed the malicious code, deployed threat detection tools and software, rebuilt our networks, terminated all user access and reset all user credentials. We continue to assess and monitor new threats and security vulnerabilities on an ongoing basis.

As part of protecting your online identity and safety, we have engaged Experian to offer you an 24-month membership to their identity protection services. Please refer to Appendix "A" for details on the services provided and enrollment information.

WHAT YOU CAN DO

You have the right to obtain a police report. You may also want to consider the following:

Credit Report Security Freeze

- You may place a security freeze on your credit reports, which would prohibit a credit reporting agency from releasing any information from your credit report without your written permission.¹ Please contact the number listed in Appendix "A" to put a security freeze, this service is free of charge.

Credit Report Fraud Alert

- You may place a fraud alert on your credit report, which may help prevent someone from opening accounts in your name or changing your existing accounts. You may contact any one of the major credit bureaus listed below to do so. When one credit bureau confirms your fraud alert, the others will be notified automatically of the alert.

Equifax
P.O. Box 740256
Atlanta, GA 30374
800-766-0008
www.equifax.com

Experian²
P.O. Box 4500
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion LLC
P.O. Box 2000
Chester, PA 19016
800-680-7289
www.transunion.com

- You may order a copy of your credit report. You are entitled to receive a free credit report annually from each of the credit bureaus (listed above). Even if you do not find suspicious activity on your initial credit reports, the US Federal Trade Commission recommends that you check your credit reports and credit card statements periodically.
- Remain vigilant in reviewing your bank account, credit card, or other financial transaction statements and monitoring free credit reports to protect yourself against fraud and identity theft. If you notice anything unusual, contact your financial institution. You may also wish to consider contacting your financial institution now, to discuss options for monitoring your bank account.
- Monitor your mail for any disruption in delivery. If you notice any irregularities (such as missing financial statements, credit card statements or other documents), report such irregularities to the US Postal Service.
- Contact the Internal Revenue Service and inquire about password or other protections that can be implemented on your account.

¹ You should be aware, however, that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

² You may request an alert by visiting its Credit Fraud Center at <https://www.experian.com/corporate/personal-services-contacts.html>.

Additional Information About Avoiding Identity Theft

- You may obtain additional information about how to avoid identity theft by contacting the US Federal Trade Commission or your state agency.
 - Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1 (202) 326-2222, www.ftc.gov.
- If you suspect that someone has stolen or misused your personal information or that you are a victim of identity theft, you should immediately report the incident to your local law enforcement.

You may also contact the Massachusetts Office of Consumer Affairs and Business Regulation by mail at 501 Boylston St, Suite 5100, Boston, MA 021161, by phone at 1 (617) 973 8787 or online at: <https://www.mass.gov/service-details/identity-theft>.

FOR MORE INFORMATION

We understand that this incident may create concern and confusion and that you may have questions. For additional information or assistance, please contact Andrew Lim, Chief Privacy Officer at datasecurity@brookfieldrp.com or call the Brookfield Experian hotline listed in Appendix "A". We deeply regret any inconvenience this incident has caused.

Sincerely,



Andrew Lim
Chief Privacy Officer & Corporate Counsel

APPENDIX "A"

INFORMATION FOR US RESIDENTS

To help protect your identity, we have secured a complimentary 24-month membership for you to Experian's® IdentityWorksSM. This product provides you with superior identity theft 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: 11/30/2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** []

Your (24 month) Experian's® IdentityWorksSM Membership Includes:

You can contact Experian immediately regarding any fraud issues and access the following features once you enroll in Experian IdentityWorks:

- **Experian Credit Reports:** See what information is associated with your credit file. Daily credit reports are available for online members only.³
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Fraud remediation tips:** Self-help tips available on your member center.
- **Experian IdentityWorks ExtendCARETM:** 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:**⁴ 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 1-877-274-7440. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, an Experian Identity Restoration agent will work with you to investigate and resolve each incident of fraud that occurred.

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

If you have questions about your Experian membership, product or need assistance with identity restoration please contact Experian's customer care team at 1-877-274-7440 by 11/30/2020. Be prepared to provide engagement number DB22049 as proof of eligibility for the identity restoration services by Experian.

³ Offline members will be eligible to call for additional reports quarterly after enrolling.

⁴ 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.

In addition to your Experian's® IdentityWorksSM membership we have also included additional resources and suggestions of steps you can take to help mitigate possible misuse of your personal information.

1. Sign up for your Experian's® IdentityWorksSM membership.
2. Place a security freeze on your credit report (see page 2 for details).
3. Place a fraud alert on your credit report (see page 2 for details).
4. Change all of your existing passwords to new passwords, and refrain from using the same password for multiple accounts.