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October 28, 2020

Dear Current/Former Employee:

We are writing to notify you that an unauthorized acquisition of your personal information occurred in the past 12 months, potentially as early as 1/9/2015 at Midé Technology.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)).

To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>



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We make it **possible**



In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report.

You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.





Midé Technology has contracted with PrivacyArmor to provide credit monitoring/identity protection for you for the next 18 months at no expense to you. Attached is an information regarding services PrivacyArmor available to you.

PrivacyArmor has created the following customized website for you to enroll in these services:

[www.PrivacyArmor/Midé.com](http://www.PrivacyArmor/Midé.com)

We know and understand how important your personal information is to you. To help protect yourself from potential harm associated with this incident, we encourage you to enroll in the complimentary identity monitoring service noted above, to closely monitor all mail or other contact from individuals not known to you personally, and to avoid answering questions or providing additional information to such unknown individuals. We also remind you to remain vigilant for incidents of fraud or identity theft by reviewing account statements, explanation of benefit statements, and credit reports for unauthorized activity, and to report any such activity or any suspicious contact what so ever to law enforcement if warranted.

Should you have any questions or would like further information regarding the information contained in this e-mail and letter, please do not hesitate to contact me [bdurant@midé.com](mailto:bdurant@midé.com) or Liz Warrick, [lwarrick@midé.com](mailto:lwarrick@midé.com) or via phone at 781 306-0609.

Midé Technology deeply regrets and apologizes for any potential issues and concerns this situation may have caused you.

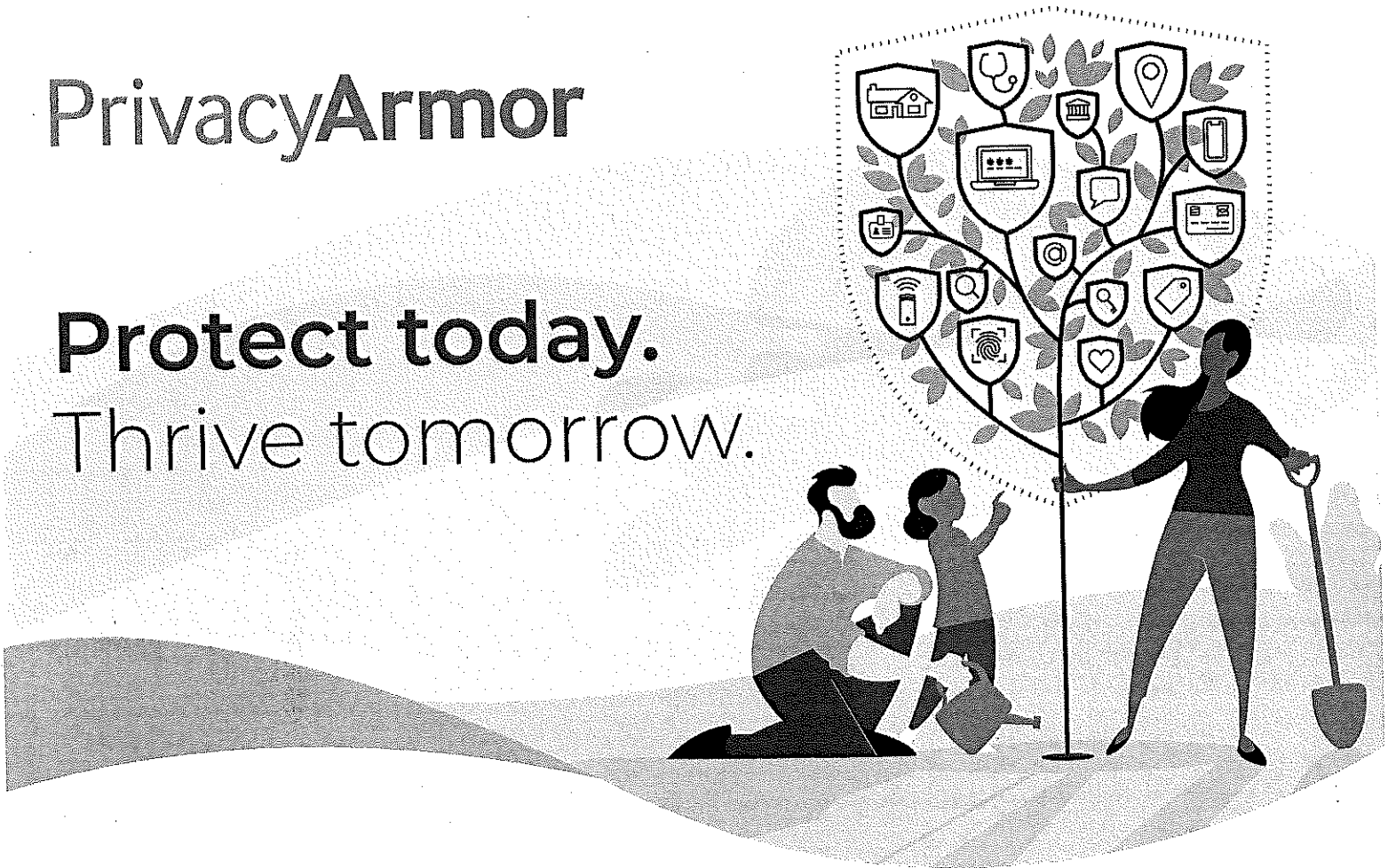
Sincerely,

Brian Durant  
Chief Operating Officer



# PrivacyArmor

## Protect today. Thrive tomorrow.



**Get complete identity protection  
with PrivacyArmor Plus® so you can  
focus on what matters most.**

Your identity is made up of more than your Social Security number and your bank accounts. That's why PrivacyArmor Plus does more than monitor your credit reports and scores. We safeguard your personal information, the data you share, and the relationships you treasure.

And now PrivacyArmor Plus is better than ever. We've teamed up with Allstate to provide the next generation of protection. Our new proprietary tools stay one step ahead — allowing us to catch fraud as it happens. In the event of wrongdoing, you have a dedicated Privacy Advocate® available 24/7 to fully manage your recovery and restore your identity.

- ✓ Identity monitoring and alerts
- ✓ Full-service remediation
- ✓ Identity theft reimbursement†
- ✓ iOS and Android app

**Visit the website  
below to register  
your account**

[www.PrivacyArmor.com/Mide](http://www.PrivacyArmor.com/Mide)

#### **Questions?**

1.855.907.3282










#### **Plans and pricing**

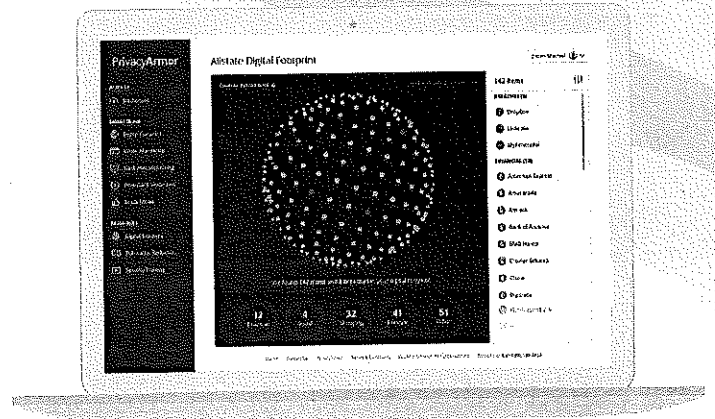
Mide is providing complimentary coverage to you for 18 months beginning 10/30/2020.

You may upgrade to the family coverage for \$11.95/month through the registration website.

**InfoArmor**  
an Allstate company

## The most comprehensive identity protection plan available

-  Run your personalized Allstate Digital Footprint and see your digital exposure
-  Check your identity health score
-  View, manage, and clear alerts in real time
-  Monitor your credit scores and reports for any changes or errors
-  Receive alerts for cash withdrawals, balance transfers, and large purchases from any linked bank account
-  Monitor linked social media accounts for questionable content and signs of account takeover
-  Reduce solicitation attempts by opting out of credit card offers, telemarketing calls, commercial mail and email, and unrequested coupons
-  Protect your account with biometric authentication security in iOS and Android
-  Get reimbursed for stolen 401(k) & HSA funds; we'll also advance fraudulent tax returns<sup>1</sup>



## NEW! Allstate Digital Footprint™

All the incredible things you can do online require something from you — data. A “digital footprint” is a collection of all the data you’ve left behind that might expose your identity. Our new tool offers a simple way for you to see and secure your information, and help stop identity theft before it starts.

## How it works

### 1 Enroll in PrivacyArmor Plus

You’re protected from your effective date. Our auto-on credit monitoring alerts, and support require no additional setup.

### 2 Get to know us

Explore additional features in our easy-to-use portal. The more we monitor, the safer you can be.

### 3 We’re on the job

Our human operatives see more — like when your personal information is sold on the dark web. If you’ve been compromised, we alert you.

### 4 We’ll do the heavy lifting

In the event of identity theft or fraud, Privacy Advocates® are available 24/7. They won’t stop until you’re in the clear.

### 5 We’ve got your back

Our \$1 million identity theft insurance policy covers out-of-pocket costs associated with identity restoration.<sup>1</sup>

<sup>1</sup>Identity theft insurance underwritten by insurance company subsidiaries or affiliates of Assurant. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policy described. Please refer to the actual policy for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

PrivacyArmor is offered and serviced by InfoArmor, Inc., a subsidiary of The Allstate Corporation.

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**InfoArmor**  
an Allstate company



### Identity and credit monitoring

Proactive monitoring helps stop fraud at its earliest sign and enables quick restoration for minimal damage and stress.

#### Enhanced identity monitoring

Our proprietary monitoring platform detects high-risk activity to provide rapid alerts at the first sign of fraud.

#### Dark web monitoring

Our bots and human intelligence operatives scan closed hacker forums for compromised credentials.

#### High-risk transaction monitoring

We send alerts for non-credit-based transactions like student loan activity and medical billing.

#### Account activity

You are alerted when unusual activity on your personal banking accounts could be a sign of account takeover.

#### Financial activity monitoring

Alerts triggered from sources such as bank accounts, thresholds, credit and debit cards, 401(k)s, and other investment accounts help you take control of your finances.

#### Social media monitoring

We keep tabs on social accounts for everyone in the family, watching for vulgarity, threats, explicit content, violence, and cyberbullying. We monitor for account takeovers that could lead to costly reputation damage.

#### IP address monitoring

We scan for malicious use of your IP addresses. IP addresses may contribute to a profile of an individual, which — if compromised — can lead to identity theft.

#### Lost wallet protection

Easily store, access, and replace wallet contents. Our secure vault conveniently holds important information from credit cards, credentials, and documents.

#### Solicitation reduction

We aid you in opting in or out of the National Do Not Call Registry, credit offers, and junk mail.

#### Digital exposure reports

You can see and identify where your personal information is publicly available on the internet.

#### Credit monitoring and alerts

We alert for transactions like new inquiries, accounts in collections, new accounts, and bankruptcy filings. PrivacyArmor Plus also provides credit monitoring from all three bureaus, which may make spotting and resolving fraud faster and easier.

#### Data breach notifications

We send alerts every time there's a data breach affecting you directly so you can take action immediately.

#### Credit assistance

Our Privacy Advocates will help you freeze your credit files with the major credit bureaus. You can even dispute credit report items from your portal.

#### Sex offender registry

Our monitoring system shows if a sex offender is registered in a nearby area.

#### Mobile app

Access the entire PrivacyArmor portal on the go! Available for iOS and Android.

# Product features

(continued)



## Best-in-class customer care

Should fraud or identity theft occur, in-house Privacy Advocates are available 24/7 to fully restore compromised identities, even if the fraud or identity theft occurred prior to enrollment. And with a \$1 million identity theft insurance policy — including reimbursement for HSA and 401(k) accounts<sup>†</sup> — you can rest assured that your identity is fully protected.

### ● Full-service case management and resolution

If a participant falls victim to identity theft, the \$1 million identity theft insurance policy reimburses many of the participant's out-of-pocket costs. This ensures financial security by covering lost wages, legal fees, medical record request fees, CPA fees, child care costs, and more, while our Privacy Advocates help the participant restore their good name.

### ● Highly trained and certified Privacy Advocates

Our Privacy Advocates are trained and certified to handle and remediate every type of identity fraud case. When resolving complex cases of identity theft, our satisfaction score is an industry-leading 100%.

### ● 24/7 U.S.-based customer care center

We believe customer care is an essential part of our team. Our support center is located directly in our corporate headquarters, and our Privacy Advocates are available 24/7.

### ● \$1 million identity theft insurance

If you fall victim to fraud, we will reimburse your out-of-pocket costs.<sup>†</sup>

### ● Stolen funds reimbursement

We'll reimburse you for stolen funds up to \$1 million, including stolen 401(k) and HSA funds. We'll even advance tax refunds.<sup>†</sup>



## Our proprietary technology solutions

We're reinventing protection by helping you see who has your data and prevent identity theft before it starts.

### ● Allstate Digital Footprint

A digital footprint is a collection of all the accounts a person has opened, and information they've left behind that might expose them to risk. The Allstate Digital Footprint offers a simple way for you to see and secure your information, and is our next step in reinventing digital and identity protection.

### ● Operative-sourced intelligence

We go beyond artificial intelligence and dark web "scans." Unlike other identity protection services, we harness a network of experienced human operatives to find what others can't. This exclusive combination is unique to InfoArmor and provides insight not only into the dark web but also invitation-only hacker forums. This helps us stay a step ahead of hackers and stop identity theft before it starts.

<sup>†</sup>Identity theft insurance underwritten by insurance company subsidiaries or affiliates of Assurant. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policy described. Please refer to the actual policy for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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