

19814



2775 Sanders Rd
Suite F5
Northbrook, IL 60062

[Date]

[First Name Last Name Suffix]
[Street Address]
[City, State Zip]

PLEASE READ – IMPORTANT INFORMATION

Dear [First Name],

We recently discovered a potential information security incident involving our insurance quoting system. We promptly removed access to the affected application and secured our systems. You are receiving this letter because our records show that someone may have requested an insurance quote in your name between August 10, 2020 and February 5, 2021. If you requested an insurance quote during this time frame, your personal information may not be impacted by this incident. If you did not request an insurance quote during this time frame, someone else may have done so in your name and obtained access to your driver's license number. We deeply regret this and are providing you with protection resources.

Cyberscout Credit Monitoring Enrollment*

We are offering you Single Bureau Monitoring service with a Triple Bureau Report, access to a Fraud Specialist and remediation support in the event you become a victim of fraud. These services are provided by Cyberscout and will be available to you at no charge for 12 months and will begin as soon as you complete the registration. If changes occur to your Experian credit file, you will receive a notification the same day the change or update takes place with the bureau. To safeguard your privacy and security, you will be asked to verify your identity before monitoring can be activated.

To register your account and activate your services:

1. Type the following URL into your browser: <https://www.cs11protect.com> or **cs11protect.com**
2. Click the "Sign Up" button and follow the instructions to create your account.
3. Enter your information and the following Access Code to complete your registration:
[XXXXXXXXXXXXXX]
4. Next, click the "Use Now" link on the Monitoring Services tile to verify your identity and activate your monitoring services.

Important – you must register your account and activate your monitoring services within 90 days from the date of this letter, otherwise your ability to access the services will expire.

We also recommend that you remain vigilant and review your account statements and credit reports to ensure there is no unauthorized or unexplained activity.

* These services require an Internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection and in order to confirm your identity.

Your Rights under Massachusetts State Law

Please know that under Massachusetts law, you have the right to obtain any police report filed regarding 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 have the right to place a security freeze on your consumer reports, as detailed below.

Security Freezes

Massachusetts law also allows consumers to place a security freeze on their credit reports. 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.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

How to Request a Security Freeze

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	Experian	TransUnion
P.O. Box 105788 Atlanta, GA 30348-5788 (888) 298-0045 https://www.equifax.com/personal/credit-report-services/	P.O. Box 9554 Allen, TX 75013 (888) 397-3742 https://www.experian.com/freeze/center.html	P.O. Box 160 Woodlyn, PA 19094 (888) 909-8872 https://www.transunion.com/credit-freeze
For general information or to request a credit report, call (800) 685-1111.	For general information, to request a credit report, or to place a fraud alert, call (888) 397-3742.	For general information or to request a credit report, call (800) 888-4213.
To place a fraud alert, call (800) 525-6285 or go to the Equifax Fraud Alert website.	You may also place a fraud alert through the Experian Fraud Center website.	To place a fraud alert, call (800) 680-7289, or visit the Trans Union Fraud Alert website.

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

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Social Security number
- Date of birth
- Addresses where you have lived over the prior five years
- Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
- Social Security card, pay stub, or W2

- If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

Additional Resources

You may also contact the Federal Trade Commission (FTC) at (877) ID THEFT / (877) 438-4338, review the FTC's identity theft website, www.ftc.gov/bcp/edu/microsites/idtheft, or write to the FTC at:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

If you have further questions, please contact National General at (833) 408-5396. They will be able to take your calls between 8am – 9pm EST (Monday – Friday) and 9am – 7pm EST (Saturday). We sincerely regret this potential information security incident and have taken actions to help prevent it from happening again.

Sincerely,



Kris DiGirolamo
Privacy Office
Deputy Chief Privacy Officer