

20152



C/O IDX
P.O Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
(833) 903-1010
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: XXXXXXXX

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

April 13, 2021

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

I am writing to inform you of a recent data security incident experienced by McDougall & Sons, Inc. that may have involved your personal information. Please read carefully as this letter contains background information about the incident, the type of information involved, and steps you can take to protect your personal information.

What Happened: On January 11, 2021, McDougall discovered that its systems had been encrypted as a result of a ransomware attack. Upon discovery, we took immediate steps to secure our systems prior to restoration. In addition, we retained outside cybersecurity experts to conduct an investigation to determine the source and scope of the incident.

The forensic investigation revealed that an unauthorized third party had access to our network from January 10 to January 12, 2021. Based on the findings from the investigation, we reviewed the affected systems to determine the personal information that may have been impacted as a result of the incident, the individuals to whom the information pertained, and addresses for these individuals. On March 18, 2021, we determined that the affected systems contained some of your personal information.

What Information Was Involved: The information involved varies depending on the individual, but it may include Social Security number and date of birth.

What We Are Doing: As soon as we learned of the incident, we immediately began containment, mitigation, and restoration efforts. We also launched an investigation and engaged outside cybersecurity experts to assist us in determining what happened. As part of the response processes, we implemented additional security measures to further harden our digital environment in an effort to prevent a similar event from occurring in the future.

In addition, we have reported the incident to the Federal Bureau of Investigation, and are committed to providing the FBI and law enforcement whatever assistance is needed. We have notified regulatory agencies as well.

Furthermore, even though there is no evidence of misuse of information involved in this incident, we are providing you with information about steps that you can take to help protect your personal information, and as an added precaution, we are offering you 12 months of identity theft protection services through IDX, a data breach and recovery services expert. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

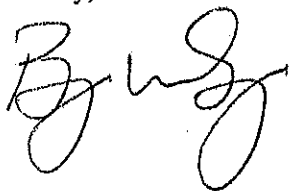
What You Can Do: You can enroll in the complimentary credit and identity monitoring services offered in this letter. In addition, you can review the resources provided on the following page for additional steps to protect your personal information.

To enroll in free identity protection services, please call 833-903-1010 or log on to <https://app.idx.us/account-creation/protect> and use the Enrollment Code provided above. IDX representatives are available Monday through Friday from 6:00 a.m. and 6:00 p.m. Pacific Time. Please note the deadline to enroll is July 13, 2021.

For More Information: You will find detailed instructions for enrollment on the enclosed Recommended Steps document. If you have any questions regarding the incident or would like assistance with enrolling in the credit and identity monitoring services, please call 833-903-1010 or go to <https://app.idx.us/account-creation/protect> between 6:00 a.m. and 6:00 p.m. Pacific Time.

The security of your information is a top priority for McDougall & Sons, Inc., and we are committed to safeguarding your data and privacy.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryon McDougall". The signature is fluid and cursive, with the first name "Bryon" and last name "McDougall" clearly distinguishable.

Bryon McDougall, Vice President
McDougall & Sons, Inc.

(Enclosure)



Recommended Steps to help Protect your Information

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 833-903-1010 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.