

20199



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Re: Notice of <<b2b_text_1(SubjectLine)>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

We are writing on behalf of Glovis America Inc. to make you aware of a recent data security incident that occurred at the company that manages our computer systems that involved your personal information. This letter explains what happened and provides information about steps you can take in response. We are taking this matter very seriously and sincerely regret any concern it may cause you.

What Happened

We recently learned that the company that manages our computer systems experienced a data security incident. We understand that the company took prompt steps to contain the incident and is conducting a thorough investigation to determine what happened. We have been informed that the investigation determined that unauthorized third parties gained access to the company's computer systems and, on or about February 13, 2021, acquired certain information relating to Glovis.

What Information Was Involved

The investigation determined that the information acquired without authorization included your [Data Elements].

What We Are Doing

Upon learning that Glovis' information was involved in the incident, we diligently coordinated with the company that manages our computer systems to help identify and notify affected individuals and are offering two years of credit and identity monitoring services, at no charge, as described below. We have confirmed that federal law enforcement has been notified of the incident. We also have received assurances that the affected company believes that the incident is contained and is taking steps to enhance security, including supplementing its monitoring systems, to help prevent similar incidents from recurring.

What You Can Do

We have made arrangements with Kroll, a third-party service provider, to provide you with twenty-four months of credit and identity monitoring services. The services are described in more detail on the attached document.

To take advantage of these services, you will need to activate them online at <https://enroll.idheadquarters.com>. Your Membership Number is <<Member ID>> and you must activate these services by July 19, 2021. If you have any questions about the services or would like to receive your credit monitoring through the mail, please call Kroll at 1-855-916-6191. Please note that to activate these services, you will need to provide your personal information to Kroll.

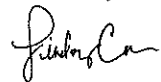
We recommend that you remain vigilant and monitor your account statements and free credit reports for any signs of suspicious activity. Please be cautious of any unsolicited communications that ask you to provide your personal information over the telephone or online and avoid clicking on links or downloading attachments from suspicious emails.

Information about how to obtain a free credit report, security freezes, and other guidance is provided in the attached "Additional Resources" document, which we encourage you to review.

For More Information

If you have any questions or concerns, please call 1-855-916-6191 Monday–Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding some U.S. holidays.

Sincerely,



Lindsay Cohen
Senior Manager, Human Resources
Glovis America, Inc.

ADDITIONAL RESOURCES

You may obtain a free copy of your credit report from each of the three credit reporting agencies by visiting www.annualcreditreport.com or by calling 1-877-322-8228. You can request information regarding fraud alerts, security freezes, and identity theft from the following credit reporting agencies:

- **Experian**, <https://www.experian.com/help>, 1-888-397-3742, P.O. Box 9554, Allen, TX 75013
- **TransUnion**, <https://www.transunion.com/credit-help>, 1-800-680-7289, P.O. Box 2000, Chester, PA 19016-2000
- **Equifax**, <https://www.equifax.com/personal/credit-report-services>, 1-800-525-6285, P.O. Box 740256, Atlanta, GA 30374

You can contact these credit bureaus to place a “fraud alert” on your credit file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. When one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file.

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. You can request a security freeze from each of the three major consumer reporting agencies online, by telephone, or by mail via the contact information listed above. There is no charge for a security freeze. To place a security freeze, you may need to provide the following information:

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

You can also receive information from the Federal Trade Commission (“FTC”) regarding fraud alerts, security freezes, your rights under the Fair Credit Reporting Act, and how to avoid and report identity theft: <https://www.consumer.ftc.gov>, 1-877-438-4338, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580.

Additional information:

- **Maryland residents** can obtain information from the Office of the Maryland Attorney General for steps to avoid identity theft: <https://www.marylandattorneygeneral.gov>, 410-528-8662, 200 St. Paul Place, Baltimore, MD 21202.
- **Massachusetts residents** have the right to obtain any police report filed in regard to this incident.
- **New York residents** may contact the New York State Office of the Attorney General: <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>, 1-800-771-7755. New York residents may also contact the New York Department of State Division of Consumer Protection: <https://www.dos.ny.gov/consumerprotection>, 1-800-697-1220.
- **North Carolina residents** can obtain information from the Office of the North Carolina Attorney General for steps to avoid identity theft: <https://ncdoj.gov>, 919-716-6400, 114 West Edenton Street, Raleigh, NC 27603.
- **Oregon residents** are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon State Office of the Attorney General: <https://www.doj.state.or.us>, 1-877-877-9392, 1162 Court St. NE, Salem, OR 97301.
- **Rhode Island residents** may file or obtain a police report filed in connection with this incident, and may contact the Rhode Island Attorney General: <http://www.riag.ri.gov/>, 1-401-274-4400.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring and Single Bureau Credit Report

Your current credit report is available for you to review. You will also receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.