

February 8, 2024



Re: Data breach



We are writing to inform you of an incident involving the disclosure of your personal information. We wanted to inform you of what happened, what we are doing about it, and of identity theft protection services you may take advantage of at no cost to you.

What happened?

On January 14, 2024, we became aware that your name, social security number and amount of your leave benefits listed on a disability income report intended for your employer was mailed to an incorrect address. This matter was reported to the Compliance Department, which prompted an investigation to what specifically happened. We discovered that our administrative system was manually updated with the wrong address that belongs to an insurance agency that we work with. This mistake was an isolated event due to human error and did not involve a hacking or malicious databreach by a third party.

What are we doing?

We have updated our administrative system to reflect the correct address for your employer, Alvaria Inc. We have also discussed this incident with the team responsible to avoid a similar reoccurrence in the future. We think this incident is unlikely to result in any identify theft or any fraudulent activity. Nonetheless, we take this matter very seriously. We are therefore offering you twenty-four (24) months of free identity theft protection services.

How to sign up for complementary identity protection

Although we do not have any evidence that your personal information was compromised, securing your information is a high priority for us. To help safeguard you from misuse of your personal information, we have arranged with Equifax® to provide its Complete™ Premier identity theft protection product for a twenty four month period at no charge to you. A description of this product is provided in the attached material, which also contains instructions about how to enroll (including your personal activation code). You must complete the enrollment process by January 31, 2025.

What you can do

The likelihood of identity theft is minimal; however, if you feel otherwise, you can contact one of the credit-reporting agencies to initiate a fraud-alert process. Any one of the three agencies listed below may be contacted. The initial alerted agency will notify the other two. You may request a credit report at *no cost to you*. Once received, check it carefully for unusual activity. You can obtain information from these sources about fraud alerts and security freezes.

Equifax
P.O. Box 740241
Atlanta, Georgia 30374
www.equifax.com
1-800-685-1111 Credit Reports
1-888-766-0008 Fraud Alert

Experian
P.O. Box 2002
Allen, TX 75013
www.experian.com
1-888-397-3742 Credit Reports
1-888-397-3742 Fraud Alert

TransUnion (FVAD)
P.O. Box 105281
Atlanta, GA 30348-5281
www.transunion.com
1-800-888-4213 Credit Reports
1-800-680-7289 Fraud Alert

1-800-685-1111 Security Freeze

1-888-397-3742 Security Freeze

1-800-680-7289 Security Freeze

Federal Trade Commission (FTC) Resources: General guidance on protecting yourself from identify theft is available from the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. NW, Washington D.C. 20580, by phone at 877-ID-THEFT (438-4338), and/or from the FTC website at <http://www.ftc.gov/bcp/edu/microsites/idtheft>.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html.

Reporting of identity theft and obtaining a police report: For Massachusetts residents: You have the right to obtain a police report.

Fraud Alerts and Security Freezes: You may obtain information about fraud alerts and security freezes (also referred to as credit freezes), including how to place a fraud alert or security freeze, from the Federal Trade Commission or credit reporting agencies at the contact information provided above. However, be aware that a fraud alert or security freeze may interfere with or delay legitimate requests for credit approval. You'll need to supply your name, address, date of birth, Social Security number and other personal information in order to place a security freeze on your credit.

While we regret that this mistake occurred, we want to assure you that we are committed to protecting the privacy and security of your personal information. If you have any questions, please contact me at the number listed below.

Sincerely,



Brenda L. Canning
Senior Compliance Analyst, Compliance
Tel: (781) 446-1831

Enclosures