

Fairway Independent Mortgage Corporation
4750 South Biltmore Lane
Madison, WI, 53718

[REDACTED]

February 2, 2024

Notice of Operational Incident

Dear [REDACTED]

We are writing to inform you of an Operational Incident that involved some of your personal information. We take the privacy and security of your personal information very seriously. Although we are not aware of any actual misuse of your personal information as a result of this incident, due to the sensitive nature of the compromised personal information, we are writing to inform you of the incident, to advise you of steps to further protect your personal information, and to offer you two (2) years of complimentary identity monitoring services.

What Happened?

On December 4th, our Information Security Team received notification that an unauthorized user had successfully accessed a third-party system utilized by Fairway. Fairway promptly implemented the patch after it was released by the developer to rectify the newly identified vulnerability. Although the engagement of a third-party security firm was initiated for the expeditious analysis of the data to identify impacted customers, it took an extended duration for the firm to uncover the relevant information. Nonetheless, this proactive measure ensures a thorough assessment and allows us to promptly identify and notify affected customers.

What Information Was Involved?

Based on our investigation, the personal information impacted may be some or all of the following: first name, last name, social security number, date of birth, current address, bank account information and credit card account numbers.

What We Are Doing:

We are offering free identity theft protection and credit file monitoring to you. This offer through Experian IdentityWorksSM includes the following:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.*
- Credit Monitoring: Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorksSM ExtendCARETM: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorksSM membership has expired.
- Up to \$1 Million Identity Theft Insurance^{**}: Provides coverage for certain costs and unauthorized electronic fund transfers.

This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **5/31/2024** (Your code will not work after this date.)
- Visit the Experian IdentityWorksSM website to enroll:
 - <https://www.experianidworks.com/3bcredit>
- Provide your activation code: [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's Customer Care Team at (877) 890-9332 by **5/31/2024**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

A credit card is not required for enrollment in Experian IdentityWorksSM.

We strongly suggest you take advantage of the services offered as a precautionary method of protecting your personal identity and credit.

What You Can Do To Protect Your Information:

We encourage you to remain vigilant against incidents of identity theft and fraud, promptly change any involved account passwords, and to review account statements, credit reports, and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, (877) 322-8228.

You may also contact the three major credit bureaus directly to request a free copy of your credit report. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

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); Experian (www.experian.com); and TransUnion (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	Experian Security Freeze	TransUnion Credit Freeze
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348	Allen, TX 75013	Woodlyn, PA 19094
(800) 685-1111	(888) 397-3742	(888) 909-8872
https://www.equifax.com/personal/credit-report-services/credit-freeze/	www.experian.com/freeze	www.transunion.com/credit-freeze

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 years, provide the addresses where you lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. 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.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Equifax
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(888) 766-0008

Experian
P.O. Box 9554
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion
P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

If you believe you are the victim of identity theft, you should contact the proper law enforcement authorities, including local law enforcement, and consider contacting your state attorney general and/or the Federal Trade Commission ("FTC"). You may obtain information from the FTC and the credit reporting agencies listed above about placing a fraud alert and/or credit freeze on your credit report. You may contact the FTC to obtain additional information about avoiding identity theft at the following:

Federal Trade Commission,
Consumer Response Center
600 Pennsylvania Avenue NW
Washington, DC 20580
(877) IDTHEFT (438-4338)
www.ftc.gov/idtheft

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.

This notice has not been delayed by law enforcement.

State Attorneys General:

Information on how to contact your state attorney general may be found at <https://www.naag.org/find-my-ag/>.

For More Information:

At Fairway, protecting the security of the information in our possession is a responsibility we take very seriously. We apologize for any inconvenience this incident may cause and thank you for being a loyal customer of Fairway. If you have additional questions, please call our dedicated call center at (800) 201-7544, available from 8:30 a.m. to 5 p.m. Central Daylight Time, Monday to Friday.

Sincerely,

Bryan Ramsey

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AVP Information Security Incident Response

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.