

February 28, 2024

Dear **[Employee Name]**,

**RE: Important Update Regarding the Cybersecurity Incident**

On June 5, 2023, we sent you an email to alert you to a cybersecurity incident. As an impacted individual, we subsequently sent you an email on June 27/28, 2023 to provide an update on the incident and additional proactive measures you can take to protect your information. As a follow-up to this email communication, we are writing to provide you with a physical copy of the letter. The incident details and credit monitoring code have not changed. If you have already enrolled in credit monitoring, there is no further action required.

To recap, on May 24, 2023, we learned that an unauthorized third party gained access to our network and deployed malware which impacted a number of IT systems across the organization. Our investigation into this incident, led by third-party cybersecurity experts, has identified that a system containing human resources records of certain of our past and current employees, including yourself, was accessed without authorization. We expect the affected information pertaining to you to include: your name, home address, phone number, date of birth, social security number, bank account information, benefits information, criminal record check and other employment-related information.

We are not aware of any evidence to suggest that your personal information has been misused for any fraudulent activity. Nevertheless, we have taken steps to secure your information against future misuse and have arranged for complimentary credit protection services for you to help safeguard your information. Details on how to enroll in this service are included below.

We have reported this incident to Canadian law enforcement as well as to all relevant privacy regulatory authorities.

**Credit Monitoring**

To help alleviate concerns you may have regarding this incident, DDS is providing you with complimentary credit monitoring services for a period of 24 months. We have retained the assistance of Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. The monitoring package provides the following:

- Access to a credit report with credit score. A credit report is a snapshot of a consumer's financial history and primary tool leveraged for determining credit-related identity theft or fraud.
- Credit monitoring alerts with email notifications to key changes on a consumer's credit file. In today's virtual world, credit alerts are a powerful tool to protect against identity theft, enable quick action against potentially fraudulent activity, and provide overall confidence to potentially impacted consumers.
- Dark Web Monitoring to provide monitoring of surface, social, deep, and dark websites for potentially exposed personal, identity and financial information in order to help protect consumers against identity theft.
- Identity theft insurance of up to \$1,000,000 in coverage to protect against potential damages related to identity theft and fraud
- Assistance with reading and interpreting credit reports for any possible fraud indicators.

- Assistance with answering any questions individuals may have about fraud.

Your unique activation code to register for Cyberscout's services is [CODE]. To activate your subscription, visit <https://secure.identityforce.com/benefit/ddswireless> and **enter your unique activation code before May 31, 2024**. It only takes a few minutes to enroll and you will need your Social Security number, date of birth, and contact information to verify your identity.

Should you have any questions regarding the Cyberscout solution, have difficulty enrolling, or require additional support, please contact Cyberscout at 1-877-694-3367.

**For more information**

We apologize for any inconvenience or concern this incident may cause you. The privacy and security of your information is very important to us and we regret that this incident occurred. We are committed to further improving our information security and data storage practices in order to prevent an incident like this from happening again in the future. If you have additional questions, please contact us Alanna Sherman, Human Resources Manager, at [alanna.sherman@ddswireless.com](mailto:alanna.sherman@ddswireless.com). We will provide further updates as they become available.

Sincerely,

**STRATAGEN SYSTEMS, INC.**

Alanna Sherman, MBA, CPHR  
Human Resources Manager

**ATTACHMENT A**  
**ADDITIONAL STEPS YOU CAN TAKE**

**Free Credit Report.** Regardless of whether you choose to take advantage of the complimentary identity monitoring, it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Contact information for the three nationwide credit reporting companies is as follows:

<u>Equifax</u>	<u>Experian</u>	<u>TransUnion</u>
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 <a href="http://www.equifax.com">www.equifax.com</a>	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 <a href="http://www.experian.com">www.experian.com</a>	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 <a href="http://www.transunion.com">www.transunion.com</a>

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. You may obtain information from the credit reporting agencies and the FTC about security freezes.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Connecticut Residents:** You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**For District of Columbia Residents:** You may contact the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001, <https://oag.dc.gov>, 202-442-9828.

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For New York Residents:** You may contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>.

**For North Carolina Residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

**For Washington Resident:** You may contact the Washington State Office of the Attorney General, 1125 Washington St SE, PO Box 40100, <https://www.atg.wa.gov/consumer-issues#:~:text=Call%201%2D800%2D551%2D,%2D206%2D464%2D6684>, Olympia, WA 98504 1-800-551-4636 (in Washington only) or 1-206-464-6684.

**For West Virginia Residents:** You may contact the office of the West Virginia Attorney General, PO Box 1789, Charleston, WV 25326-1789, <https://ago.wv.gov/consumerprotection/pages/identity-theft-prevention.aspx>.

#### **Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa Residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts Residents:** You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

**For Oregon Residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island Residents:** You have the right to file or obtain a police report regarding this incident.