

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

May 10, 2024

## NOTICE OF SECURITY INCIDENT

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

We are writing to provide you with notification related to a security incident that occurred at one of British Airways' insurer's vendors which has resulted in a privacy impact to British Airways employees. The following types of your personal information was involved: <<Variable Data>>.

### What You Can Do:

**Obtain a Police Report.** Under Massachusetts law, you have the right to obtain any police report filed regarding this incident. If you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.

**Order Your Free Credit Report.** To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's (FTC) website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

The three credit bureaus (Equifax, Experian, and TransUnion) provide free annual credit reports only through the website, toll-free number, or request form. You may also purchase a copy of your credit report by contacting any of the credit reporting agencies below:

Equifax <a href="http://www.equifax.com">www.equifax.com</a>	(800) 685-1111
Experian <a href="http://www.experian.com">www.experian.com</a>	(888) 397-3742
TransUnion <a href="http://www.transunion.com">www.transunion.com</a>	(800) 916-8800

Upon receiving your credit report, review it carefully. Errors may be a warning sign of possible identity theft. Here are a few tips of what to look for:

- Look for accounts you did not open.
- Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case.
- Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information

can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

We encourage you to take advantage of these protections and remain vigilant for incidents of fraud and identity theft, including regularly reviewing and monitoring your credit reports and account statements.

**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, and local law enforcement. You may also contact these agencies for information on how to prevent or minimize the risks of 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).

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](http://www.mass.gov/ago/contact-us.html).

**Placing a Security Freeze.** You have a right to place a "security freeze" on your credit report, at no charge, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

You can place, temporarily lift, or permanently remove a security freeze on your credit report online, by phone, or by mail. You will need to provide certain personal information, such as address, date of birth, and Social Security number to request a security freeze and may be provided 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. Information on how to place a security freeze with the credit reporting agencies is also contained in the links below:

<https://www.equifax.com/personal/credit-report-services/>

<https://www.experian.com/freeze/center.html>

<https://www.transunion.com/credit-freeze>

As of February 20, 2023, the reporting agencies allow you to place a credit freeze through the online, physical mail and phone numbers and request that you provide the information listed below. Where possible, please consult the websites listed above for the most up-to-date instructions.

Reporting Agency	Online	Physical Mail	Phone Number
Equifax	<i>Freeze request may be submitted via your myEquifax account, which you can create here:</i>  <a href="https://my.equifax.com/consumer-registration/UCSC/#/personal-info">https://my.equifax.com/consumer-registration/UCSC/#/personal-info</a>	<i>Mail the Equifax Freeze Request Form to:</i>  Equifax Information Services LLC P.O. Box 105788 Atlanta, GA 30348-5788  <i>Form may be found here:</i> <a href="https://assets.equifax.com/assets/personal/Security_Freeze_Request_Form.pdf">https://assets.equifax.com/assets/personal/Security_Freeze_Request_Form.pdf</a>	888-298-0045

<b>Experian</b>	<p><i>Freeze request may be submitted here:</i></p> <p><a href="https://www.experian.com/ncaonline/freeze">https://www.experian.com/ncaonline/freeze</a></p>	<p><b>Mail the request to:</b></p> <p>Experian Security Freeze, P.O. Box 9554, Allen, TX 75013</p> <p><b>Request must include:</b></p> <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Social security number</li> <li>• Complete address for last 2 years</li> <li>• Date of birth</li> <li>• One copy of a government issued identification card, such as a driver's license, state ID card, etc.</li> </ul> <p>One copy of a utility bill, bank or insurance statement, etc.</p>	888-397-3742
<b>TransUnion</b>	<p><i>Freeze request may be submitted via your TransUnion account, which you can create here:</i></p> <p><a href="https://service.transunion.com/dss/orderStep1_for_m.page?">https://service.transunion.com/dss/orderStep1_for_m.page?</a></p>	<p><b>Mail the request to:</b></p> <p>TransUnion P.O. Box 160 Woodlyn, PA 19094</p> <p><b>Request must include:</b></p> <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Social security number</li> <li>• Complete address</li> </ul>	888-909-8872

Fees associated with placing, temporarily lifting, or permanently removing a security freeze no longer apply at nationwide consumer reporting agencies.

**Placing a Fraud Alert.** To protect yourself from possible identity theft, you have the right to place an initial or extended fraud alert on your credit 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. You may obtain additional information from the FTC and the credit reporting agencies listed above about placing a fraud alert and/or security freeze on your credit report.

**More Information:**

We take the privacy of our employees very seriously and deeply regret that this incident occurred. Should you have any additional questions, you may contact us at [Brightlinequery@BA.com](mailto:Brightlinequery@BA.com).

Sincerely,

British Airways