



To Enroll, Please Call:
(833) 903-3648
Or Visit:
<a href="https://app.idx.us/account-creation/protect">https://app.idx.us/account-creation/protect</a>
Enrollment Code:
<<XXXXXXXXX>>

C/O IDX 10300 SW Greenburg Rd. Suite 570 Portland, OR 97223

CRYODYNAMIC PRODUCTS

<<FirstName>> <<LastName>> <<Address1>> <<Address2>> <<City>>, <<State>> <<Zip Code>>

May 10, 2021

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

Elliott Company respects your privacy, and we are writing to let you know about an incident that involves personal information contained in archived human resources files from our Sparks, Nevada operations. Those files include records containing your name, email and/or physical address, phone number, Social Security number, and date of birth. For some current or former employees, the records also contain a bank account number (if used for direct deposit) and other payroll information.

We are continuing to work with forensic consultants to search for and analyze available evidence in an effort to determine whether data from the archived human resources files has been or may be misused. We have also reported the matter to law enforcement, and we are cooperating with their review.

As an added precaution, we have arranged for IDX to protect your identity and help you recover from potential identity theft. IDX will provide this service for 24 months at no cost to you.

Part of this benefit is automatic and there is no need for you to enroll. This automatic benefit consists of fully managed identity resolution services. If you have an identity theft issue, simply call IDX at 1-833-903-3648 for assistance.

Other services require that you actively enroll with IDX (again, at no cost to you). These optional services are described in more detail below. You must enroll by August 10, 2021 to obtain these optional services.

What You Can Do

You should read the enclosed "Information About Identity Theft Protection."

We also encourage you to take advantage of the following identity recovery and protection services for 24 months from IDX that we have obtained for you: credit monitoring and CyberScan monitoring assistance, fully managed identity theft recovery services, and a \$1,000,000 insurance reimbursement policy. These services, which are further described in the enclosed "Additional Product Information from IDX," are available through IDX and are provided as a complimentary 24-month membership. To enroll and start monitoring your personal information and obtain insurance coverage please follow the steps below:

- Visit the IDX website to enroll: <a href="https://app.idx.us/account-creation/protect">https://app.idx.us/account-creation/protect</a>.
- Call IDX to enroll: 1-833-903-3648. IDX representatives are available Monday through Friday from 6 am 6 pm Pacific Time.
- Your enrollment deadline is August 10, 2021.

Again, you are automatically covered for the fully managed identity resolution services, so there is no need to enroll for this benefit. If you have an identity theft issue, simply call IDX at 1-833-903-3648 for immediate assistance.

In addition, please be on the lookout for any scams that attempt to lure you into providing personal information in connection with this incident. We will <u>not</u> call you or send you any email messages asking for your personal information or credit card information or send you any email messages asking you to "click" on any links to activate credit monitoring.

You should not provide information in response to any such calls or email messages, and you should not click on any links within any such email messages. The <u>only</u> way for you to contact IDX and/or to set up the credit monitoring we have obtained for you is as set forth in this letter.

For More Information

For additional information and assistance, please call 1-833-903-3648.

\* \* \*

Elliott apologizes for any inconvenience that this incident may have caused. We are committed to protecting your personal information, and we will continue to look for ways to improve our efforts.

Sincerely,

Malaika A. James

Malaika James

Manager of Corporate Resources

Enclosure

## **Information About Identity Theft Protection**

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting agencies. You may obtain a free copy of your credit report online at <a href="https://www.annualcreditreport.com">www.annualcreditreport.com</a>, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at <a href="https://www.annualcreditreport.com">www.annualcreditreport.com</a>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. Purchase a copy of your credit report by contacting the national credit reporting agencies listed below.

Equifax:

P.O. Box 740241, Atlanta, GA 30374, 1-866-349-5191, www.equifax.com

Experian:

P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion:

P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you do not recognize. Look for inaccurate information, such as home address or Social Security number. If you see anything you do not understand or that looks incorrect, call the credit reporting agency at the telephone number on the report.

We recommend you vigilantly review your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain information about avoiding identity theft. Contact the FTC at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), <a href="https://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a>.

Fraud Alerts: You can place two (2) types of fraud alerts on your credit report to notify creditors: an initial alert and an extended alert. You may place an initial fraud alert on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert lasts for one (1) year. You may place an extended alert on your credit report by mail if you have been a victim of identity theft with the appropriate documentary proof. An extended fraud alert lasts for seven (7) years. You can place a fraud alert on your credit report by calling the toll-free fraud number or visiting the website of any of the three (3) national credit reporting agencies listed below. You only need to notify one (1) agency, because it must notify the other two (2) agencies.

Equifax: 1-800-525-6285, www.equifax.com/personal/education/identity-theft/fraud-alert-security-freeze-credit-lock/

Experian: 1-888-397-3742, <u>www.experian.com/fraud/</u> TransUnion: 1-888-909-8872, <u>fraud.transunion.com</u>

## Additional Information Required By Massachusetts Law

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. However, note that no police report has been filed as a result of 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.

Under Massachusetts law, you may also request a "security freeze" on your consumer report at no charge. The security freeze will prohibit a consumer reporting agency from releasing any information in your consumer report without your express written authorization. A security freeze shall be requested by sending a request either by toll-free telephone, secure electronic means (e.g., website), or mail consistent with 15 U.S.C. § 1681c-1 to a consumer reporting agency. The security freeze is designed to prevent credit, loans or services from being approved in your name without your consent. However, you should be aware that using a security freeze may delay, interfere with, or prevent the timely approval of any subsequent request or application you make regarding new loans, credit mortgages, employment, housing, or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

When you place a security freeze on your consumer report, within five (5) business days of receiving your request for a security freeze, the consumer reporting agency shall send confirmation of the security freeze consistent with 15 U.S.C. § 1681c-1. You must place a security freeze on your credit report for each of the three (3) major consumer reporting agencies using its website or dedicated telephone number or by regular, certified, or overnight mail using the information below:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 800-685-1111 www.equifax.com/personal/ credit-report-services/ Experian Security Freeze P.O. Box 9554 Allen, TX 75013 888-397-3742 www.experian.com/freeze/ Trans Union Security Freeze P.O. Box 2000 Chester, PA 19022-2000 888-909-8872 www.transunion.com/ credit-freeze 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. Postal address and email address;
- 3. Social Security number;
- 4. Date of birth;
- 5. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
- 6. Proof of current address such as a current utility bill or telephone bill;
- 7. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
- 8. 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) business day to place the security freeze on your credit report following an online or telephone request and three (3) business days after receiving your mailed request. The credit bureaus must also send written confirmation of your mailed request 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 to permit a specific entity or individual access to your credit report, you may 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), the PIN number, and/or password provided to you when you placed the security freeze, and the identities of those entities or individuals you would like to receive access to your credit report or the specific period of time you want the credit report available. 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 reporting agencies have three (3) business days after receiving your mailed request to lift the security freeze for those identified entities or for the specified period of time. If the request is made through a website or by phone, a credit reporting agency will lift a freeze within one (1) hour.

Similarly, to remove the security freeze, you may make the request by telephone or send a written request to each of the three (3) credit bureaus by mail or through its website and include 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 three (3) business days after receiving your mailed request to remove the security freeze. If the request is made through a website or by phone, a credit reporting agency will remove a freeze within one (1) hour.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.



## Additional Product Information from IDX

- 1. Website and Enrollment. Go to <a href="https://app.idx.us/account-creation/protect">https://app.idx.us/account-creation/protect</a> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone. Contact IDX at 1-833-903-3648 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.