



20509

May 21, 2021

[Name]

[Address]

[State, City, Zip]

Dear \_\_\_\_\_,

We are writing to notify you of a data security incident that involved your personal information. This letter explains what happened and provides information about what you can do in response. We are taking this matter very seriously and sincerely regret any concern it may cause you.

***What Happened***

We have learned that a third party accessed Loma's systems environment without authorization and obtained some company files. The company conducted a diligent investigation, with the assistance of outside experts, to determine what happened and to identify affected information.

***What Information Was Involved***

The investigation determined that the information involved in the incident included your [social security number and/or bank account number].

***What We Are Doing***

We have conducted a thorough investigation and are notifying individuals whose personal information was affected. In addition, we took prompt steps to contain the incident and to further secure our network, including by changing passwords to user accounts. The investigation is ongoing, and we intend to continue to enhance our security measures and protocols to help protect against future data security incidents.

***What You Can Do***

We recommend that you remain vigilant and take steps to protect against identity theft or fraud, including monitoring your accounts and free credit reports for signs of suspicious activity. The enclosed document titled

"Additional Resources" explains how to obtain a free credit report and provides other guidance that we encourage you to review.

To further protect your identity, we are offering a complimentary two-year membership with Experian's IdentityWorks, which provides credit monitoring and identity theft resolution services. To activate your membership, visit <https://www.experianidworks.com/credit> by July 31, 2021 (your code will not work after this date) using activation code: [    ].

If you have any questions about the services, please contact Experian's customer care team at 1-877-890-9332 Monday–Friday from 9 a.m. to 11 p.m. ET or Saturday–Sunday from 11 a.m. to 8 p.m. ET by July 31, 2021. Please be prepared to provide engagement number **DB23716** as proof of eligibility for the identity restoration services by Experian. The enclosed document titled "Additional Details Regarding Your IdentityWorks Membership" provides more information on how to take advantage of this additional protection.

If you have any questions or concerns, please contact me at the information below.



**Benjamin Mangrich | Business Unit Manager**



**Loma Systems® North America**

**M: 224-358-9763**

**Carol Stream, IL | US**

## ADDITIONAL RESOURCES

You may obtain a free copy of your credit report from each of the three credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 1-877-322-8228. You can request information regarding fraud alerts, security freezes, and identity theft from the following credit reporting agencies:

- **Experian**, <https://www.experian.com/help>, 1-888-397-3742, P.O. Box 9554, Allen, TX 75013
- **TransUnion**, <https://www.transunion.com/credit-help>, 1-888-909-8872, P.O. Box 2000, Chester, PA 19016-2000
- **Equifax**, <https://www.equifax.com/personal/credit-report-services>, 1-800-685-1111, P.O. Box 105788, Atlanta, GA 30348

You can contact these credit bureaus to place a "fraud alert" on your credit file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. When one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file.

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. You can request a security freeze free of charge from each of the three major consumer reporting agencies online, by telephone, or by mail via the contact information listed above. To place a security freeze, you may need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Social Security number
- Date of birth
- The addresses where you have lived over the prior five years
- Proof of current address such as a current utility bill or telephone bill
- A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.)

You can also receive information from the Federal Trade Commission ("FTC") regarding fraud alerts, security freezes, your rights under the Fair Credit Reporting Act, and how to avoid and report identity theft: FTC Identity Theft Clearinghouse, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, [consumer.ftc.gov](http://consumer.ftc.gov), 1-877-438-4338.

You may report suspected identify theft to law enforcement, including your state Attorney General and the FTC.

## Additional information:

- **Maryland residents** 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 information about preventing identity theft.
- **Massachusetts residents** 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.
- **North Carolina residents** 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 information about preventing identity theft.
- Contact information for the other Attorneys General is available at [www.naag.org/current-attorneysgeneral.php](http://www.naag.org/current-attorneysgeneral.php).

## ADDITIONAL DETAILS REGARDING YOUR IDENTITYWORKS MEMBERSHIP

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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 files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.