

20594

**Company Letterhead**

June 9, 2021

[CONTACT INFORMATION]

**AN IMPORTANT MESSAGE**

Dear <<Name 1>>:

On behalf of Progrexion ASG, Inc. ("Progrexion"), which is located at 257 East 200 South, Salt Lake City, UT 84111, we are writing to advise you of an incident ("Incident") that may involve unauthorized access to some of your personal information. Set forth below is important information concerning the Incident along with some resources that may help you protect against the possibility of misuse of your information, if you choose to employ them.

**WHAT INFORMATION WAS INVOLVED?**

On April 8, 2021, Progrexion first discovered search patterns that indicated a malicious third-party was using Progrexion's public-facing platforms to request certain information to help individuals decide if Progrexion's assistance is needed. While the information the malicious third party obtained did not include your Social Security number or any passwords or access codes to accounts that you maintain, it appears that the malicious third-party may have already possessed this or similar information about you from some source other than Progrexion. The malicious third party used this information to access Progrexion's public-facing platforms to possibly view your FICO score, account numbers or institution identity (e.g., name of a bank) and limited details about that account (e.g., if any payments were late, balances and the like).

**WHAT ARE WE DOING?**

Progrexion is committed to protecting the privacy of your information. Upon discovering the third party's actions, Progrexion took its public-facing platforms offline to prevent any additional fraudulent requests for information from being made. Progrexion is currently evaluating its platforms to determine if additional controls should be implemented to reduce the risk of a similar incident occurring in the future. In addition, Progrexion has notified a law enforcement agency - the National Cybersecurity Communications and Integration Center (NCCIC) - to advise it of the Incident.

While the information potentially involved in the Incident did not include your Social Security number, or any passwords or access codes to accounts that you maintain, it appears that the malicious third-party may have already possessed this or similar information about you from some source other than Progrexion. In an abundance of caution and to help you under the circumstances with any prior events unrelated to Progrexion, we have arranged and are paying for you to receive a twenty-four (24) month membership in Trans Union's TrueIdentity identity theft protection services. [insert from TransUnion].

## WHAT CAN YOU DO?

Outlined below are a number of ways that you can protect yourself.

1. **Sign Up for Credit Monitoring.** We encourage you to take advantage of the complimentary credit monitoring services we are providing. As noted above, a description of the credit monitoring services is provided in the attached material.
2. **Monitor Account Statements and Free Credit Reports.** You should remain vigilant for incidents of financial fraud and identity theft by regularly reviewing your account statements and monitoring free credit reports.
3. **Contact the Federal Trade Commission, Law Enforcement and Credit Bureaus.** To report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft, you may contact the Federal Trade Commission ("FTC"), your state's Attorney General's office, or law enforcement. To learn more, you can go to the FTC's websites at [www.IdentityTheft.gov](http://www.IdentityTheft.gov) and [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft); call the FTC at (877) IDTHEFT (438-4338); or write to: FTC Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may contact the nationwide credit reporting agencies at:

Equifax	Experian	TransUnion
(800) 525-6285	(888) 397-3742	(800) 916-8800
P.O. Box 740241	P.O. Box 9701	Fraud Victim Assistance
Atlanta, GA 30374-0241	Allen, TX 75013	Division
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	P.O. Box 2000
		Chester, PA 19022
		<a href="http://www.transunion.com">www.transunion.com</a>

4. **Obtain Free Copy of Credit Reports.** You may also periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. In addition, under the Fair Credit Reporting Act ("FCRA"), you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228.
5. **Additional Rights Under the FCRA.** You have rights pursuant to the FCRA, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the FCRA, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have

additional rights under the FCRA not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the FCRA. We encourage you to review your rights pursuant to the FCRA by visiting <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

6. **Request Fraud Alerts and Security Freezes.** You may obtain additional information from the FTC and the credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file.

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 national consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://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  
P.O. Box 105788  
Atlanta, GA 30348  
(800) 349-9960

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
(888) 397-3742

Trans Union Security Freeze  
Fraud Victim Assistance  
Department  
P.O. Box 2000  
Chester, PA 19022-2000  
(888) 909-8872

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. The addresses where you have lived over the prior two 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.

If the request for a security freeze is made by toll-free number or secure electronic means, the credit reporting agencies have one (1) business day after receiving the request to place the security freeze on your credit report. If the request is made by mail, the credit reporting agencies have three (3) business days after receiving the request to place a security freeze on your credit report. The credit reporting agencies must also send written confirmation to you within five (5) business days and provide you with a mechanism to enable you to remove a security freeze and upon receiving proper identification from you, the consumer reporting agency shall remove a security freeze within one (1) hour after receiving the request by telephone for removal or within three (3) business days after receiving the request by mail for removal.

To remove a 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. There is no fee to place or lift a security freeze.

- 7. Obtain a police report.** Under Massachusetts law you have the right to obtain a police report (should one be filed) and request a free security freeze, free of charge, as described above. Under Massachusetts law if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Placing a security freeze may require that you provide certain personal information (*e.g.*, name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze.

- 8. Additional Information for Certain States.** Please review the last page of this letter for additional information for certain states.

### **FOR MORE INFORMATION**

Please do not hesitate to contact our support agents if you have any questions or concerns by calling [Insert]. Our support agents are available Monday through Friday, from 9:00 a.m. to 9:00 p.m. Eastern Time, excluding U.S. holidays.

Sincerely,