

June 25, 2021

[Name]  
[Address]

Re: Potential Security Incident

Dear [Name]:

We are writing to let you know of an accidental disclosure of your personal information to two employees of one of our customers. We discovered and remediated the disclosure promptly, and we have no reason to believe that your information was compromised or misused as a result of this incident. Nonetheless, we are notifying you of this incident out of an abundance of caution.

### **What Happened?**

Specifically, on June 22, 2021, one of our employees inadvertently included your name, your spouse's name, and both of your social security numbers in an email to two employees of one of our customers. One of the recipients who received the email alerted us to the issue.

### **What We Are Doing**

We communicated with the recipients promptly after we learned of the inadvertent email, and both recipients confirmed in writing that they deleted the email and deleted their trash folder. Again, we have no reason to believe that your information would be compromised or misused.

Although we are not aware of any misuse of any information arising out of this incident,, we are offering eighteen months of complimentary identity protection services from a leading identity monitoring services company. These services help detect possible misuse of your personal information and provide you with superior identity protection support focused on immediate identification and resolution of identity theft. For more information about these services, please refer to the "Information about Identity Theft Protection" reference guide at the bottom of this letter. If you would like to enroll in these services, please let me know and I will send you instructions on completing the enrollment process.

We take privacy very seriously and sincerely apologize and regret that this situation has occurred. We will be enhancing our processes and providing additional guidance for our staff to help ensure that this type of incident does not reoccur.

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Justworks is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy. We take privacy very seriously and sincerely apologize and regret that this situation has occurred. If you have any questions, please contact me at [mspringer@justworks.com](mailto:mspringer@justworks.com).

Sincerely,

Mario Springer  
SVP & General Counsel

cc: Ingrid Vasquez, Director of Human Resources, Intuitive Web Solutions, LLC d/b/a BriteCore ([ingrid.vasquez@britecore.com](mailto:ingrid.vasquez@britecore.com))

### **Information about Identity Theft Protection**

**Enroll in Identity Theft Protection Services:** To help protect your identity, we are offering a complimentary membership in Experian's® IdentityWorks®. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. Included with this service are fraud resolution services that provide an Experian Fraud Resolution agent to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (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). If you would like to enroll in IdentityWorks®, please let me know.

Once you enroll in IdentityWorks, you will have access to the following features:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>1</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers

There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information.

**Review Accounts and Credit Reports:** You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

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<sup>1</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper 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 additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). For additional information from the IRS about identity theft, please visit <https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft> or call 800-908-4490. There may be similar resources available at the state level, and you can contact your state department of revenue directly for more information. A listing of state tax agencies' websites is available at <http://www.taxadmin.org/state-tax-agencies>.

**Security Freezes.** Massachusetts law gives you the right to place a security freeze on your consumer reports. The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company. (By law, you have a right to obtain a police report relating to this incident, and if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.) You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number, date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

**Fraud Alerts:** As an alternative to a security freeze, 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 1-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 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

**National Credit Reporting Agencies Contact Information**

Equifax  
(www.equifax.com)  
**General Contact:**  
P.O. Box 740241,  
Atlanta, GA 30374  
800-685-1111  
**Fraud Alerts and  
Security Freezes:**  
P.O. Box 740256,  
Atlanta, GA 30374

Experian  
(www.experian.com)  
**General Contact:**  
P.O. Box 2104, Allen,  
TX 75013  
888-397-3742  
**Fraud Alerts and  
Security Freezes:**  
P.O. Box 9556, Allen,  
TX 75013

TransUnion  
(www.transunion.com)  
**General Contact,  
Fraud Alerts and  
Security Freezes:**  
P.O. Box 2000, Chester,  
PA 19022  
800-916-8800