

21709



<Date>

<Suffix> <First Name> <Last Name>

<Address 1>

<City>

<Country>

<Postal Code>

Hello <Suffix> <Last Name>,

You are surely aware of the increase in cyber attacks targeting the systems of organizations of all sizes, especially in recent months, and even weeks.

We are communicating with you today to inform you that fdp has identified two recent intrusions against its systems.

What happened?

We were first informed on February 11th, 2021 of a phishing email campaign in which an unauthorized third party had sent emails from a fdp corporate email address to some of our customers. We immediately informed the impacted customers of the situation.

While an initial investigation indicated that the incident appeared to be limited in scope, we nonetheless retained leading cyber security experts, KPMG-EGYDE, to conduct a thorough investigation to determine the source of the incident and the extent to which personal information may have been accessed. This investigation has recently been completed.

In the meantime, a few weeks after the intrusion in our email system, a second attack was perpetrated against fdp. On April 6th, 2021 a ransomware-type intrusion was directed towards some of our servers. It should be noted that this second incident is independent from the first one.

Fortunately, the monitoring systems we have in place allowed us to identify early signs of suspicious activity and our teams immediately blocked access to our servers, limiting the scope of the intrusion.

In response to this incident, we once again mobilized cybersecurity experts to conduct a comprehensive investigation to confirm the extent of personal information potentially affected. This investigation required considerable work by the experts.

The investigations into these two incidents now allow us to provide you with more information on the potential impact of the incidents. We can confirm that in both incidents, some of your personal information may have been exfiltrated.

What types of information were impacted?

Based on our investigations, personal information that may have been exfiltrated and accessed by unauthorized third parties includes:

- **Personal information such as:** your name, social insurance number, address, email address, date of birth, passport number, etc.
- **Banking information:** identification of your banking institution (branch number, transit), checking account number, credit card number, etc.
- **Information from your fdp account:** customer account number, etc.

Based on the results of our investigation, **we have no evidence that your personal information has been misused** as a result of these incidents.

Protecting your data is our priority!

We are aware that this situation may cause some concern and we are sincerely sorry for this. Please be assured that we take this situation very seriously.

The protection of the personal information entrusted to us is a top priority and that is why we ensure the continuous modernization of our security infrastructure and processes and constantly monitor our systems.

Privileged access to Equifax credit monitoring and identity theft protection service

In addition to our internal measures to help protect your personal information, we offer you a **free five-year subscription** for Equifax's credit monitoring services. Equifax identity theft protection and credit monitoring services allow you to:

- Receive alerts on key changes to your Equifax credit reports based on your personal alert preferences.
- Access your Equifax credit scores for your educational use.
- Be alerted if your personal information is found on websites suspected of being fraudulent.
- Work with an identity restoration specialist if, for any reason, you become a victim of identity theft.
- Claim certain expenses in the event that you become a victim of identity theft.

To activate your Equifax subscription, we invite you to visit [Equifax US URL] and enter the following activation code: <CODE>. Please note that this code is valid until [Expiration Date].

If you have any questions, please feel free to contact fdp at info@fprofessionnels.com.

Again, we sincerely regret any concerns these incidents may cause.

Sincerely,

André Sirard, M. Sc., CFA, ASC, Adm. A.
President and CEO