

21808

[DATE]

[NAME AND ADDRESS]

Dear [FIRST NAME],

We take the protection of your information very seriously. Unfortunately, we are writing to inform you about a data security issue that may have affected your personal information stored by 4D Path. We are sorry for any concern or inconvenience this may have caused, and are working quickly to take the appropriate steps to prevent such incidents in the future.

### **What Happened**

On approximately May 7, 2021, 4D Path learned that an unauthorized third party created an email account impersonating a 4D Path employee and accessed two existing 4D Path email accounts on approximately April 14, 2021. The two existing email accounts held emails containing personal information for several current and former employees and their family members, including name, date of birth, social security number, address, and, in one instance, bank account information. While we have not been able to determine whether the unauthorized third party actually viewed any email containing your information, we are providing this notice out of an abundance of caution.

### **What We Are Doing**

As soon as we became aware of this incident, we disabled the account created by the unauthorized third party and changed existing email passwords. In addition, we implemented additional security measures, including multi-factor authentication. We have also reported this incident to the FBI.

### **What You Can Do**

We are notifying you so that you can take action to reduce the risk of harm. We have retained Identity Guard to provide you with two years of identity protection and credit monitoring services, free of charge. You and your family members can enroll in the program by following the directions in the attached document.

You may also contact the three credit reporting agencies to obtain a credit report, place a fraud alert, or implement a credit freeze. A credit freeze, which can be placed without any charge, prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. To learn more about these options, please use the following resources:

#### **Equifax**

To order a credit report, call (800) 685-1111, or use the link below.

To place a fraud alert, call (888) 766-0008, or use the link below.

To place a credit freeze, call (800) 349-9960, or use the link below.

<https://www.equifax.com/personal/credit-report-services/>

Address: P.O. Box 740241, Atlanta, GA 30374

**Experian**

To order a credit report, place a fraud alert, or place a credit freeze, call (888) 397-3742, or use the appropriate link below.

<https://www.experian.com/fraud/center.html>

<https://www.experian.com/freeze/center.html>

Address: P.O. Box 2002, Allen, TX 75013-2002

**TransUnion**

To order a credit report, call (877) 322-8228, or use the link below.

To place a fraud alert, call (800) 680-7289, or use the link below.

To place a credit freeze, call (888) 909-8872, or use the link below.

<https://www.transunion.com/credit-help>

Address: P.O. Box 2000, Chester, PA 19022-2000

In order to request a credit freeze, you may need to provide the following information:

1. Your full name;
2. Social Security number;
3. Date of birth;
4. Address(es) where you have lived over the prior five years.

You may also consider monitoring your financial accounts. If you see any unauthorized activity, we suggest that you promptly contact your financial institution and submit a complaint with the Federal Trade Commission online at [www.reportfraud.ftc.gov](http://www.reportfraud.ftc.gov), over the phone at 1.877.438.4338, or by mail to 600 Pennsylvania Avenue, NW Washington, DC 20580. The Federal Trade Commission also maintains information about fraud alerts and security freezes, at <https://www.consumer.ftc.gov/articles/what-know-about-credit-freezes-and-fraud-alerts>.

If you have any questions, please contact me at 617-803-1619.

Sincerely,

Rodrigo Navarro

**COMPLIMENTARY SERVICE OFFER:** At our expense, 4D Path would like to offer you a free 2-year subscription to Identity Guard® Total, a credit monitoring and identity theft protection service. Identity Guard Total provides essential monitoring and protection of not only credit data, but also monitors the Dark Web and alerts you if your Social Security number, credit cards, and bank account numbers are found in unsecure online locations. This program is provided by Aura, a leading provider of consumer and corporate identity risk management services.

**IDENTITY GUARD® TOTAL features include:**

- Dark Web Monitoring
- IBM Watson® Artificial Intelligence
- High Risk Transaction Alerts
- US Based Identity Theft Recovery Assistance
- 3-Bureau Credit Monitoring
- \$1 Million Identity Theft Insurance\*
- Account Access via Mobile App
- Anti-Phishing App
- PC Protection Tools

If you wish to take advantage of this monitoring service, you must enroll by September 28, 2021.

**ENROLLMENT PROCEDURE:** To activate this coverage please visit the Web site listed below and enter the activation code. The activation code is required for enrollment and can only be used one time by the individual addressed.

Web Site:               www.  
Activation Code:       XXXXXXXXXXXXXX

**Additional Information for Family Plan:**

- Once the Primary member successfully enrolls, the member can invite other adults within the same household to enroll. Click on the "Add a Family Member" from the Dashboard in your member area. This will trigger an email to the other adults inviting them to enroll.
- The added member must complete the activation - the Primary member may not perform the activation.
- The Primary member can add minors. Click on the "Add a Family Member" from the Dashboard in your member area.
- **Membership definitions:**  
Primary Member – The first individual to enroll in the Identity Guard Plan.  
Added Member – The individual adult in the same household invited by the Primary.

In order to enroll, you will need to provide the following personal information:

- Mailing Address
- Phone Number
- Social Security Number
- Date of Birth
- E-mail Address
- Activation Code

This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel. We apologize for any inconvenience and urge you to enroll today.

\*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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.