

<Return Name>  
<Return Address>  
<City> <State> <Zip>



22089  
**DELTA**  
Electronics Mfg. Corp.

<FirstName> <LastName>  
<Address1>  
<Address2>  
<City><State><Zip>

August 24, 2021

Dear:

**Please read this letter in its entirety.**

We are writing to notify you that we experienced a malware attack that may have involved your personal information. In this letter, we describe what happened, how we are handling the incident, and who you can contact if you have any questions. At the end of this letter, we include precautionary steps you can take to protect yourself.

We became aware of the incident on July 23rd, 2021 and promptly notified the FBI. We also took immediate steps to investigate, evaluate and respond to the situation. Based on our investigation, we believe the incident may have resulted in the unauthorized access or acquisition of data we maintain in our systems including your name, address, and Social Security Number.

**What is Delta Electronics Mfg. Corp. doing to address this situation?**

We have taken steps to assess our security practices and implement measures, as necessary, to minimize the risk of a similar incident occurring in the future including. At this time, we have no indication that your personal information has been used to commit identity theft. However, as a precautionary measure, we would like to offer you access to the following:

- **Single Bureau Credit Monitoring\*** services at no charge. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to your Experian credit file. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you become a victim of identity theft. These services will be provided by Cyberscout, a company specializing in fraud assistance and remediation services.
- **Incident helpline.** Representatives are available to assist you with questions regarding this incident. Please call the helpline at 1-800-405-6108 and supply the representative with your unique code, listed below. The helpline is open from 8:00 am to 8:00 pm Eastern time, Monday through Friday, for 90 days from the date of this letter.

To extend these services, enrollment in the monitoring services is required.

**How do I enroll in the free services?**

\* Services marked with an "\*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

To enroll in Credit Monitoring\* services at no charge, please log on to [https:// www.myidmanager.com](https://www.myidmanager.com) and follow the instructions provided. When prompted, please provide the following unique code to receive services: <CODE HERE.> To receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

### **What can I do on my own to address this situation?**

We recommend that you consider taking one or more of the following steps to obtain additional information and minimize chances of identity theft.

#### **1. Place a 90-day fraud alert on your credit file**

An initial 90-day security alert indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the credit cannot verify that you have authorized this, the request should not be satisfied. You may contact any one of the credit reporting companies below for assistance.

Experian: 1-888-397-3742; [www.experian.com](http://www.experian.com)  
TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com)  
Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com)

#### **2. Place a security freeze on your credit**

If you are concerned about becoming a victim of security fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report, which will prevent them from extending credit. With a security freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also accessed through each of the credit reporting companies and there is no charge.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below or, if available, comply with the consumer reporting agencies' online security freeze request procedures:

Equifax Security Freeze  
1-888-298-0045  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9554  
Allen, TX 75013

Trans Union Security Freeze  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 160  
Woodlyn, PA 19094

In order to request a security freeze, you may 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. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five 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 you have one.

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The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail or, if available, comply with the consumer reporting agencies' online procedures for lifting a security freeze, and include proper identification (name, address, and Social Security Number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail or, if available, comply with the consumer reporting agencies' online procedures for removing a security freeze, and include proper identification (name, address, and Social Security Number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

### **3. Order your free annual credit reports**

Consider visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228 to order your free annual credit reports. Once you receive your credit reports, review them for discrepancies, identify any accounts you did not open, or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice any incorrect information, contact the credit reporting company.

Equifax	Experian	TransUnion
P.O. Box 740256	P.O. Box 2390	P.O. Box 1000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
(866) 510-4211	(866) 751-1323	(800) 888-4213
<a href="mailto:psol@equifax.com">psol@equifax.com</a>	<a href="mailto:databreachinfo@experian.com">databreachinfo@experian.com</a>	<a href="https://tudatabreach.tnwreports.com/">https://tudatabreach.tnwreports.com/</a>
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com/">www.experian.com/</a>	<a href="http://www.transunion.com">www.transunion.com</a>

### **4. Manage your personal information**

You can take steps that include carrying only essential documents with you, being aware of with whom you share your personal information and shredding receipts, statements, and other sensitive information.

### **5. Remove your name from mailing lists of pre-approved offers of credit for approximately six months.**

By calling 1-888-567-8688, you can obtain a form to remove your name from pre-approved credit card offers. You will need to share some personal information, such as your name, Social Security Number and date of birth when you submit your request. For more information on opting out of prescreen offers of credit, please refer to: <http://www.ftc.gov/bcp/edu/pubs/consumer/credit/cre17.shtm>.

### **6. Use Tools from Credit Providers**

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Carefully review your credit reports and bank, credit card, and other account statements. Be proactive and create alerts on your credit cards and bank accounts for notice of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, contact your creditor or bank immediately and file an identity theft report with your local police and contact a credit reporting company.

## **7. Report suspected identity fraud**

You can file a report of suspected incidents of identity theft with local law enforcement, your state Attorney General, or the Federal Trade Commission.

## **8. To obtain additional information about identity theft and ways to protect yourself**

Contact the Federal Trade Commission ("FTC") either by visiting [www.ftc.gov](http://www.ftc.gov), [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or by calling (877) 438-4338. If you suspect or know that you are the victim of identity theft, you can report this to the Fraud Department of the FTC, who will collect all information and make it available to law-enforcement agencies. Contact information for the FTC is: 877-436-4338, TTY 866-653-4261.

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue  
NW Washington, DC 20580

In addition to the FTC, you also may contact your state's attorney general's office and the credit reporting agencies above to provide you with information about fraud alerts and security freezes.

**Residents of New York:** You may obtain additional information from the New York State Division of State Police, 1220 Washington Avenue, Building 22, Albany, NY 12226-2252 or <https://www.troopers.ny.gov/>; the New York State Department of State, Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Suite 640, Albany, NY 12231, Phone: (800) 697-1220 and <https://www.dos.ny.gov/consumerprotection/>; and , The New York State Office of the Attorney General, Bureau of Internet and Technology (BIT), 28 Liberty Street, New York, NY 10005, <https://ag.ny.gov/bureau/internet-bureau>.

### **What if I want to speak with Delta Electronics Mfg. Corp. regarding this incident?**

While call center representatives should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with Delta Electronics Mfg. Corp. regarding this incident. If so, please call 978-927-1060 from 8:00 am – 4:30 pm Eastern Time, Monday through Friday.

At Delta Electronics Mfg. Corp., we take our responsibility to protect your personal information seriously and we regret any concern this incident may cause you.

Sincerely,

**Lauren Delaney**  
Data Security Officer | Delta Electronics Mfg. Corp.

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