

23385



[Individual Name]  
 [Street Address]  
 [City State and Postal Code]  
 [Date]

Dear <<FIRST NAME>> <<LAST NAME>>:

We value you and respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that involves your personal information. We want to make clear at the outset that keeping personal data safe and secure is very important to us.

#### WHAT HAPPENED?

On September 15, 2021, we learned that a successful phishing attack was carried out against Trucent. An unauthorized person gained access to certain files and acquired certain information, including personal information of Trucent employees. We took immediate action to contain and remediate the threat, and promptly began investigating the incident. We eliminated the unauthorized access and took further steps to enhance our security.

#### WHAT INFORMATION WAS INVOLVED?

The information involved may include your name, social security number, address, date of birth, email, and wage and salary information. We have not identified any evidence that your personal information was used, sold or published by the unauthorized person.

#### WHAT WE ARE DOING

Our team took prompt steps to address this incident, including immediate action to block the scammer and implementing changes to external emails and overall system monitoring. Additional updates are being worked on to impede future phishing attempts. We also will provide regular reminders and training for employees on how to spot and avoid being victimized by phishing emails in the future. Cybercriminals will continue to find new ways to target company employees, and we must all continue to be vigilant against increasingly sophisticated phishing schemes.

We have engaged NortonLifeLock to provide 18 months of the *LifeLock Defender Preferred* identity monitoring services at no cost to you. Your identity monitoring services include credit monitoring, legal assistance, and identity theft restoration services, including the services set forth below\*:

- Primary Identity Alert System<sup>†</sup>
- 24/7 Live Member Support
- Dark Web Monitoring<sup>††</sup>
- Norton™ Security Deluxe<sup>2</sup> (90 Day Free Subscription)
- Stolen Funds Reimbursement up to \$25,000<sup>†††</sup>
- Personal Expense Compensation up to \$25,000<sup>†††</sup>
- Coverage for Lawyers and Experts up to \$1 million<sup>†††</sup>
- U.S.-based Identity Restoration Team
- Annual Three-Bureau Credit Reports & Credit Scores<sup>1</sup>
- Three-Bureau Credit Monitoring<sup>1\*\*</sup>
- USPS Address Change Verification Notifications
- Fictitious Identity Monitoring
- Credit, Checking and Savings Account Activity Alerts<sup>\*\*\*</sup>



To activate your membership online and get protection at no cost to you:

1. In your web browser, go directly to [www.LifeLock.com](http://www.LifeLock.com). Click on the yellow "START MEMBERSHIP" button (*do not attempt registration from a link presented by a search engine*).
2. You will be taken to another page where, below the FOUR protection plan boxes, you may enter the Promo Code: TCDM2110 and click the "APPLY" button.
3. On the next screen, enter your Member ID: <<MEMBER ID>> and click the "APPLY" button.
4. Your complimentary offer is presented. Click the red "START YOUR MEMBERSHIP" button.
5. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

**Commented [NC1]:** Each person will receive their own Member ID. Aside the Name and Address information, Member ID is the only other variable mergefield. All the other are static.

Alternatively, to activate your membership over the phone, please call: 800-899-0180. You will have until December 31<sup>st</sup>, 2021 to enroll in this service.

#### WHAT YOU CAN DO

We strongly encourage you to contact NortonLifeLock and take advantage of the identity monitoring services we are providing to you free of charge. Remain vigilant and carefully review your accounts for any suspicious activity.

If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities.

#### FOR MORE INFORMATION

If you would like to take additional steps to protect your personal information, attached to this letter are helpful tips on how to do so.

We take our responsibility to protect your information extremely seriously, and we are very sorry for any inconvenience that this has caused you. If you have any questions regarding this incident or the services available to you, or otherwise need additional assistance, please reach out to Stephanie Frescoln via email at [sfrescoln@Trucent.com](mailto:sfrescoln@Trucent.com), or call (734) 253-2874 Monday through Friday from 9:00 a.m. to 5:00 p.m. Eastern Time.

Sincerely,

Stephanie Frescoln  
Director of Human Resources



#### Additional Helpful Tips

**Helpful Contacts:** You can learn more about how to protect your credit by contacting the Federal Trade Commission (FTC) or your state's Attorney General to obtain information including about how to avoid identity theft, place a fraud alert, and place a security freeze on your credit report.

- **Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, 1-877-IDTHEFT (438-5338)**

**Order Your Free Credit Report.** To obtain an annual free copy of your credit reports, visit [annualcreditreport.com](http://annualcreditreport.com), call toll-free at 1-877-322-8228, or contact the major credit reporting agencies. Their contact information is as follows:

**Equifax:**  
[equifax.com](http://equifax.com)  
[freeze.equifax.com](http://freeze.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-525-6285

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

**TransUnion:**  
[transunion.com](http://transunion.com)  
[transunion.com/freeze](http://transunion.com/freeze)  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872

**Fraud Alert:** You may place a fraud alert in your file by contacting one of the three nationwide credit reporting agencies listed above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but also may delay you when you seek to obtain credit.

**Security Freeze:** You have the ability to place a security freeze on your credit report at no charge. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent but may delay your ability to obtain credit. To place a security freeze, you must contact each of the three credit bureaus listed above and may be required to provide your full name; SSN; date of birth; the addresses where you have lived over the past five years; proof of current address, such as a utility bill or telephone bill; a copy of a government issued identification card; and if you are the victim of identity theft, the police report, investigative report, or complaint to a law enforcement agency.

**Fraud or Identity Theft:** If you suspect incidents of identity theft, you should file a report to law enforcement, the FTC, or the Attorney General. If you are the victim of fraud or identity, you have the right to (1) notify the police and Attorney General of your state; and (2) to obtain and file a police report relating to this incident.

**Federal Fair Credit Reporting Act Rights:** The Fair Credit Reporting Act (FCRA) is federal legislation that regulates how consumer reporting agencies use your information. As a consumer, you have certain rights under the FCRA, which the FTC has summarized as follows: you must be told if information in your file has been used against you; you have the right to know what is in your file; you have the right to ask for a credit score; you have the right to dispute incomplete or inaccurate information; 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 reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; you may seek damages from violators. Identify theft victims and active duty military personnel have additional rights. For more information about these rights, you may go to [www.ftc.gov/credit](http://www.ftc.gov/credit) or write to: Consumer Response Center, Room 13-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

#### TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

As mentioned in the attached letter, Trucent has arranged with NortonLifeLock to provide you with credit monitoring/identity theft protection services for one year, at no cost to you. To take advantage of this offer, you must enroll by December 31, 2021.