

23499



P.O. Box 989728  
West Sacramento, CA 95798-9728

To Enroll, Please Call:  
1-833-525-2724

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: <<Enrollment>>

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

November 5, 2021

Dear <<FirstName <<LastName>>:

We write to notify you, as a precautionary measure, of a security incident that may affect the confidentiality of some of your personal information held in United Wheels computer systems. Although at this time there is no indication that your information has been used for a fraudulent or nefarious purpose in relation to this incident, we are providing you with information about the event, our response to it, and steps you can take in addition to those you take every day to protect your personal information, should you feel it appropriate to do so.

Safeguarding the privacy of information held in our care and the security of our network is among our company's highest priorities. We have strict security measures in place to protect information in our care. Upon learning of this incident, we immediately shut down impacted systems, reset passwords, notified law enforcement, and brought in third-party specialists to investigate and remediate the matter. We also took action to further enhance our security measures already in place to protect our network systems and data.

As an added precaution, we are offering you access to 24 months of credit monitoring and identity theft protection services through IDX *at no cost to you*. The services include 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. We encourage you to enroll in these services as we are unable to act on your behalf to do so. To activate your membership and start monitoring your personal information please follow the steps below:

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is February 5, 2022.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-833-525-2724 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

At this time, there is no indication that your information has been disclosed publicly or used for any fraudulent or nefarious purpose as a result of this incident. We encourage you nonetheless to remain vigilant against potential incidents of identity theft and fraud by reviewing your personal account statements and monitoring your free credit reports for suspicious activity and reporting any such activity to law enforcement. We also encourage you to enroll in the complimentary credit monitoring services that we are providing to you.

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call,

United Wheels Inc. • 8877 Gander Creek Drive • Miamisburg, Ohio 45342



00453

toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a 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 seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. Under Massachusetts law, you have the right to file a police report if you ever experience identity theft or fraud. Instances of known or suspected identity theft should also be reported to law enforcement, the Federal Trade Commission, and the Massachusetts Attorney General. This notice has not been delayed by law enforcement.

We understand that you may have questions about this incident that are not addressed in this letter. If so, please contact our toll-free dedicated assistance line at 1-833-525-2724 9:00 am to 9:00 pm Eastern Time, Monday through Friday (excluding some U.S. national holidays). You may also address written questions to: General Counsel, United Wheels at 8877 Gander Creek Dr., Miamisburg, OH 45342, or by email at [gc@unitedwheels.com](mailto:gc@unitedwheels.com).

Sincerely,

United Wheels Inc.