

November 19, 2021

Client name

Address

Re: Notification Regarding Your Personal Information

Dear Mr. XXX:

We are notifying you on behalf of Massachusetts Mutual Life Insurance Company ("MassMutual") to let you know of an issue we believe may have involved the exposure of some of your personal information, which occurred on October 22, 2021.

What we are doing: While we have no indication that your information has been or will be subject to misuse, as an added precaution, we have arranged to have Experian protect your identity for 24 months at no cost to you.

IdentityForce's Rapid Response product provides you with superior identity theft protection and resolution services, including credit report monitoring, identity monitoring, lost wallet coverage, fully managed restoration and recovery services, and identity theft insurance. To activate your membership and start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by: **8/6/2023** (Your code will not work after this date.)
- Visit the IdentityForce website to enroll: <https://secure.identityforce.com/benefit/massmutual>
- Provide your verification code: **XXXX**

If you have questions about the product, need assistance with services, or would like an alternative to enrolling online, please contact IdentityForce's Member Services team at 1-877-694-3367.

For more information: Attached to this letter is additional information for your review.

We apologize for any inconvenience that this incident may have caused you. If you have any questions regarding this matter, please do not hesitate to call me at (800) 895-6277 ext. 27218.

Sincerely,



Lisa Walkuski
Compliance Consultant
MassMutual Compliance & Ethics Department

Encl.

::: MassMutual



MORE INFORMATION ON WAYS TO PROTECT YOURSELF

You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

If you believe you are the victim of identity theft or any of your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps to avoid identity theft and to place fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. You should obtain a copy of the police report in case you are asked to provide it to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Credit Freeze: Under the Economic Growth, Regulatory Relief, and Consumer Protection Act of 2018 (Public Law No. 115-174), as of September 21, 2018, you have the right to put a credit freeze on your credit file free of charge. A credit freeze is designed to prevent a credit reporting company from releasing your credit report without your consent. If you place a credit freeze on your credit file, no new credit can be opened in your name without the use of a PIN that is issued to you when you initiate the freeze. In addition, potential creditors and other third parties will not be able to access to your credit report unless you lift the freeze. Therefore, a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting agency. You can obtain more information about fraud alerts and credit freezes by contacting the Federal Trade Commission or one of the national credit reporting agencies listed above.

If you are a resident of Iowa, you are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General. Iowa Office of the Attorney General, Consumer Protection Division, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, 1-888-777-4590, consumer@ag.iowa.gov.

If you are a resident of Maryland, you may contact the Maryland Attorney General's Office at 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

If you are a resident of Massachusetts, note that pursuant to Massachusetts law, you have the right to obtain a copy of any police report. Massachusetts law also allows consumers to request a security freeze. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without written authorization. Be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval



of any requests you make for new loans, credit mortgages, employment, housing, or other services.

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

Equifax Security Freeze, PO Box 105788, Atlanta, GA 30348, www.equifax.com

Experian Security Freeze, PO Box 9554, Allen, TX 75013, www.experian.com

TransUnion Security Freeze, PO Box 2000, Chester, PA 19022-2000, www.transunion.com

In order to request a security freeze, you will 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.)
7. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

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 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 identity 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 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.

If you are a resident of North Carolina, you may contact the North Carolina Attorney General's Office at 9001 Mail Service Center, Raleigh, NC 27699, www.ncdoj.gov, 1-919-716-6400.

If you are a resident of Oregon, you are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Office of the Attorney General: Oregon Office of the Attorney General, Consumer Protection Division, 1162 Court St. NE, Salem, OR 97301-4096, 1-877-877-9392, www.doj.state.or.us.



If you are a resident of Rhode Island, note that pursuant to Rhode Island law, you have the right to file or obtain a police report. If you request a security freeze, as of September 1, 2018, Rhode Island law prohibits consumer reporting agencies from charging a fee for a security freeze service. Please refer to the Credit Freeze section above for directions on requesting a security freeze. You may also obtain information about identity theft prevention from the Rhode Island Office of the Attorney General: Rhode Island Office of the Attorney General, Consumer Protection Unit, 150 South Main Street, Providence, RI 02903, (401) 274-4400, consumers@riag.ri.gov.

If you are a resident of West Virginia, you also have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling one of the three nationwide consumer reporting agencies. Contact information for each of the three credit reporting agencies is as follows:

Equifax, PO Box 740256, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 9554, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-680-7289

As soon as that agency processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file. You may choose between two types of fraud alert. An initial alert (Initial Security Alert) stays in your file for at least 90 days. An extended alert (Extended Fraud Victim Alert) stays in your file for seven years. To place either of these alerts, a consumer reporting agency will require you to provide appropriate proof of your identity, which may include your Social Security number. If you ask for an extended alert, you will have to provide an identity theft report. An identity theft report includes a copy of a report you have filed with a federal, state, or local law enforcement agency, and additional information a consumer reporting agency may require you to submit. For more detailed information about the identity theft report, visit www.ftc.gov/idtheft/.

You may also obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You have a right to place a security freeze on your credit report pursuant to West Virginia law. The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval.

The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, within five business days you will be provided a unique personal identification number ("PIN") or password to use if you choose to remove the freeze on your credit report or to temporarily authorize the distribution of your credit report for a period of time after the freeze is in place. To provide that authorization, you must contact the consumer reporting agency and provide all of the following:

- (1) The unique personal identification number ("PIN") or password provided by the consumer reporting agency;
- (2) Proper identification to verify your identity; and
- (3) The period of time for which the report shall be available to users of the credit report.

:::MassMutual

A consumer reporting agency that receives a request from a consumer to temporarily lift a freeze on a credit report shall comply with the request no later than three business days after receiving the request.

A security freeze does not apply to circumstances in which you have an existing account relationship and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities.

If you are actively seeking credit, you should understand that the procedures involved in lifting a security freeze may slow your own applications for credit. You should plan ahead and lift a freeze, either completely if you are shopping around or specifically for a certain creditor, a few days before actually applying for new credit.

November 19, 2021

VIA ON-LINE SUBMISSION

Edward A. Palleschi
Undersecretary
Office of Consumer Affairs and Business Regulations
501 Boylan Street, Suite 5100
Boston, MA 02116

Re: Notification of a Potential Breach of Security Involving Two Massachusetts Residents

Dear Undersecretary Palleschi,

Pursuant to the provisions of M.G.L. ch. 93H, Massachusetts Mutual Life Insurance Company ("MassMutual") is writing to inform you of a security related matter that may have involved the personal information of two (2) residents of the Commonwealth of Massachusetts.

On October 22, 2021 a MassMutual contractor inadvertently uploaded information containing client personal information on a public facing online storage repository without MassMutual's knowledge or consent. The matter was brought to our attention on October 25, 2021 and the information was deleted from the online storage repository the same day.

The uploaded information contained the Massachusetts residents' names, dates of birth, account numbers and Social Security numbers.

While we have no indication that the information has been or will be subject to misuse or further disclosure, MassMutual is providing the impacted individuals a free, 24 month subscription for IdentityForce. The credit monitoring services offered are consistent with the requirements of Massachusetts law.

Attached, please find a copy of the redacted notification letters to be provided to the impacted individuals. MassMutual will also provide notice of this incident to the Office of the Attorney General.

MassMutual has implemented and maintains a comprehensive written information security program and adheres to its provisions.

If you have any questions regarding this matter, please do not hesitate to call me at (800) 895-6277 ext. 27218.

Sincerely,

A handwritten signature in black ink, appearing to read 'LW', is positioned below the word 'Sincerely,'.

Lisa Walkuski
Compliance Consultant
MassMutual Compliance & Ethics Department

Encl.