


Madix Inc.  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

24589



To Enroll, Please Call:  
1-833-820-0894  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: DHBTVXLFDN

[ADDRESS]



December 3, 2021

Dear [NAME],

As you may know, Madix, Inc. (“Madix”) recently experienced a data security incident that may have impacted some of the personal information of our current and former employees. We take the security of your personal information very seriously and sincerely apologize for any concern this incident may cause. This letter contains information about what happened, actions we have taken to help prevent a reoccurrence, and steps you can take to protect your information.

#### **What Happened**

On November 14, 2021, Madix became aware of a cybersecurity incident in which an unauthorized third party encrypted our computer systems. We immediately responded to the incident, alerted law enforcement, and began investigating with the assistance of third-party cybersecurity firms. While we have no indication at this time that your information was misused, we want to notify you because we could not conclusively rule out the possibility. The investigation into the scope of the incident is ongoing.

#### **What Information Was Involved**

The information we hold about our current and former employees may include one or more of the following: name, address, Social Security number and birthdate.

#### **What We Are Doing**

We take the security of personal information very seriously, and we want to assure you that we’ve already taken steps to help prevent a reoccurrence by increasing the monitoring of our networks, further improving access controls, and hardening our systems. In addition, we are offering complimentary identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

Additional information describing your services is included with this letter.

#### **What You Can Do**

We recommend that you review the enclosed Recommended Steps document included with this letter. This document describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission (FTC) regarding identity theft protection and details on how to place a fraud alert or security freeze on your credit file. As an added precaution, you may want to closely monitor your personal accounts for any suspicious activity.



We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-833-820-0894 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is March 3, 2022.

We encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

**For More Information**

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Please call 1-833-820-0894 or go to <https://app.idx.us/account-creation/protect> for assistance in enrolling in these services.

We regret any concern or inconvenience this incident may cause, and are committed to continuing to take steps to help protect the information entrusted to us.

Sincerely,

Justin Saunders, Jay Dowdle, and Blake Winegeart  
Madix Inc.

(Enclosure)



### Recommended Steps to Help Protect Your Information

**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.

**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 1-833-820-0894 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

If you discover any suspicious activity and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

#### *Additional Important Information*

**For residents of Iowa:** You are advised to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of Oregon:** You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

**For residents of New Mexico:** You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident. You have rights pursuant to the federal Fair Credit Reporting Act. Please visit [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf) or see the contact information for the Federal Trade Commission listed below.

**For residents of District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island:**

You can obtain information from the District of Columbia, Maryland, North Carolina, New York, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**DC Attorney General**  
441 4th Street NW  
Washington, D.C.  
20001  
1-202-727-3400  
[www.oag.dc.gov](http://www.oag.dc.gov)

**Maryland Office of Attorney General**  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

**Rhode Island Office of Attorney General**  
150 South Main Street  
Providence RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Attorney General**  
9001 Mail Service Ctr  
Raleigh, NC 27699  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

**New York Attorney General**  
120 Broadway  
3rd Floor  
New York, NY  
10271  
1-800-771-7755  
[www.ag.ny.gov](http://www.ag.ny.gov)



**Federal Trade Commission, Consumer Response Center**  
600 Pennsylvania Ave, NW Washington, DC 20580  
1-877-IDTHEFT (438-4338) [www.identitytheft.gov](http://www.identitytheft.gov)

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**Massachusetts and Rhode Island residents:** You have the right to obtain a police report if you are a victim of identity theft.

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**For residents of all states:**

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing payment card account statements and monitoring your credit reports for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account, from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax ([https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)), Experian (<https://www.experian.com/fraud/center.html>), or Transunion (<https://www.transunion.com/fraud-victim-resource/place-fraud-alert>). 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. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze for yourself or your spouse or a minor under 16: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) Proof of current address, such as current utility or telephone bill, bank or insurance statement; (6) legible photocopy of 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. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze.

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013-9544  
<https://www.experian.com/help/>  
1-888-397-3742

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348-5788  
<https://www.equifax.com/personal/credit-report-services/>  
1-800-525-6285

**TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016-0200  
<https://www.transunion.com/credit-help>  
1-800-680-7289