



Dear :

We are writing with important information regarding a recent security incident. The privacy and security of the personal information we maintain is of the utmost importance to IMCO General Construction, Inc. This letter will provide you with information about the incident, explain the services we are making available to you, and let you know we will continue to take significant measures to protect your information.

Our team recently discovered potential unauthorized access to a limited amount of personal information which occurred on or around February 22, 2022. We immediately launched an investigation in consultation with outside data privacy professionals who regularly investigate and analyze these types of situations. The investigation analyzed the extent of any information compromised. Based on our comprehensive investigation and document review, which concluded on March 9, 2022, we discovered that your full name and may have been removed in connection with this incident.

To date, we are not aware of any reports of identity fraud or improper use of your information as a direct result of this incident. We are making resources available to help safeguard you against identity fraud. You will also find suggested steps to take to help protect yourself. We are offering a two-year membership of Experian IdentityWorks<sup>SM</sup> Credit 1B to protect you from potential misuse of your information. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 1B is free to you. For more information on identity theft prevention and IdentityWorks Credit 1B, including instructions on how to activate your complimentary two-year membership, please see the additional information provided below.

Also outlined below, are precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. It is important to remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

We understand this incident is concerning, and we are committed to maintaining the privacy of personal information in our possession and take precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call the dedicated and confidential toll-free response line set up to support you at this response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, from 9 a.m. to 11 p.m. Eastern, and Saturday and Sunday from 11 a.m. to 8 p.m. Eastern.

Sincerely,

IMCO General Construction, Inc.

#### **Precautionary Steps to Take**

#### 1. Enrolling in Complimentary 24-Month Credit Monitoring

#### **Activate IdentityWorks Credit 1B Now in Three Easy Steps**

2. VISIT the <b>Experian IdentityWorks website</b> to enroll:
3. PROVIDE the <b>Activation Code</b> :
f you have questions about the product, need assistance with identity restoration or would like an alternativ
a anguling in Experien Identity (Marks online, places contact Experients system or care team at (977) 652,020

(Your code will not work after this date.)

to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (877) 653-0303. Be prepared to provide engagement number as proof of eligibility for the identity restoration services by Experian.

#### ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS CREDIT 1B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 1B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- Credit Monitoring: Actively monitors Experian files for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks ExtendCARE<sup>TM</sup>: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- \$1 Million Identity Theft Insurance\*\*: Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at (877) 653-0303.

<sup>\*</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

<sup>\*\*</sup> The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## 2. Placing a Fraud Alert on Your Credit File

Whether or not you choose to use the complimentary 24-month credit monitoring service, we recommend you place an initial one-year "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any <u>one</u> of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax TransUnion** Experian P. O. Box 6790 P. O. Box 105788 P. O. Box 9554 Allen, TX 75013 Fullerton, CA 92834-6790 Atlanta, GA 30348 https://www.equifax.com/personal/credithttps://www.experian.com/fraud/ https://www.transunion.com/fraudreport-services/credit-fraud-alerts/ center.html <u>alerts</u> (800) 680-7289 (800) 525-6285 (888) 397-3742

## 3. Consider Placing a Security Freeze on Your Credit File

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "Security Freeze" be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting <u>all three</u> nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to <u>all three</u> credit reporting companies:

**Equifax Security Freeze Experian Security Freeze TransUnion Security Freeze** P.O. Box 105788 P.O. Box 9554 P.O. Box 2000 Atlanta, GA 30348 Allen, TX 75013 Chester, PA 19016 https://www.equifax.com/personal/ http://experian.com/freeze https://www.transunion.com/credit credit-report-services/credit-freeze/ 1-888-397-3742 -freeze 1-800-349-9960 1-888-909-8872

To place a security freeze, you will need to supply your name, address, date of birth, Social Security number and other personal information to confirm your identity. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

# 4. Obtaining a Free Credit Report

Under federal law, you are entitled to one free credit report every 12 months from <u>each</u> of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. 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 incorrect information, contact the credit reporting company.

### 5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your bank account information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.