



<<Return Mail Address>>

<<Name 1>> <<Name 2>>

<<Address 1>>

<<Address 2>>

<<Date>>

<<City>>, <<State>> <<Zip>>

<<Country>>

Dear <<First Name>> <<Last Name>>:

Infotek Consulting Services Inc. and its related companies are writing to inform you of an incident that impacts some of your personal information. We have been working hard to complete an extensive investigation into the incident and a comprehensive review of the data concerned to identify those involved. We are writing to provide you with some information about the incident and additional steps that can be taken to protect your information, should you feel it appropriate to do so.

The privacy and security of consultants' and employees' information is one of our highest priorities and we have strict security measures in place to protect all information in our care. In parallel with our investigation into this isolated incident, we have reviewed our existing security policies and implemented additional measures and enhanced security tools to further protect information in our systems. We have also reported this incident to appropriate law enforcement authorities.

In addition to the information we are sharing in this letter, for additional security and peace of mind, we are offering you, with no costs to you, identity and credit monitoring services for 24 months. Information and instructions on how to enroll in these complimentary services can be found in the "Steps You Can Take to Help Protect Your Information" attached to this letter, as well as additional steps you can take to increase the protection of your data.

You can also enroll to receive the complimentary credit monitoring and identity protection services through CyberScout.



Activation Code: **XXXX-XXXX-XXXX-XXXX**

We have retained the assistance of CyberScout, a company specializing in fraud assistance and remediation services.

Through CyberScout, we have arranged **24 month** subscription to Credit Monitoring services* , at no cost to you. CyberScout has been retained to help you with any questions or problems you may encounter, including assisting you with obtaining a credit report and placing fraud alerts.

We encourage you to take advantage of this service and help protect your identity. To activate your service, please visit:

<https://www.myidmanager.com>

You will be prompted to enter the following activation code:

XXXX-XXXX-XXXX-XXXX

Please ensure that you redeem your activation code before **9/30/2022** to take advantage of the service.

Upon your completion of the enrollment process, you will have access to the following features:

- Access to a credit report with credit score. A credit report is a snapshot of a consumer's financial history and primary tool leveraged for determining credit-related identity theft or fraud.
- Credit monitoring alerts with email notifications to key changes on a consumer's credit file. In today's virtual world, credit alerts are a powerful tool to protect against identity theft, enable quick action against potentially fraudulent activity, and provide overall confidence to potentially impacted consumers.
- Dark Web Monitoring to provide monitoring of surface, social, deep, and dark websites for potentially exposed personal, identity and financial information in order to help protect consumers against identity theft.
- Identity theft insurance of up to \$1,000,000 in coverage to protect against potential damages related to identity theft and fraud
- Assistance with reading and interpreting credit reports for any possible fraud indicators.
- Assistance with answering any questions individuals may have about fraud.

Should you have any questions regarding the CyberScout solution, have difficulty enrolling, or require additional support, please contact CyberScout at 1-800-405-6108 from Monday to Friday 8:00 am – 8:00 pm EST, excluding holidays.

We encourage you to remain vigilant against identity theft and fraud over the next 12 to 24 months by reviewing all account statements and monitoring free credit reports. If you discover or suspect fraudulent activity involving your account, credit or debit card, we encourage you to promptly contact the issuing bank or relevant financial institution. The number to call for assistance is usually on the back of the card. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit

* Services marked with an "*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.



report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus listed below directly to request a free copy of your credit report. This notice has not been delayed by law enforcement.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security 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 security 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below.

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 (5) 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 either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit file report, based upon the method of the request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with the process by which you may remove the security freeze, including an authentication mechanism. Upon receiving a direct request from you to remove a security freeze and upon receiving proper identification from you, the consumer reporting agency shall remove a security freeze within one (1) hour after receiving the request by telephone for removal or within three (3) business days after receiving the request by mail for removal.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a one (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 agencies listed below.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
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,	Experian Credit Freeze,	TransUnion Credit Freeze,



P.O. Box 105788
Atlanta, GA 30348-5788

P.O. Box 9554,
Allen, TX 75013

P.O. Box 160,
Woodlyn, PA 19094

Under Massachusetts law, you have the right to obtain any police report filed 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.

You can further educate yourself regarding identity theft prevention, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; 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. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, the FTC, and your state 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. To ensure your questions are answered in a timely manner, please contact us at helpline@infotek-consulting.com.

We apologize for any inconvenience this incident cause, protecting your personal information is extremely important to us, and we remain committed to safeguarding all data in our control.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sherine Marzouk', written in a cursive style.

Sherine Marzouk
Vice-President
Infotek Consulting Services Inc.