



2540 Walden Avenue  
Suite 450  
Cheektowaga, NY 14225

27957

XXXXXXX

July 27th, 2022

## NOTICE OF DATA BREACH

Dear XXXXXXXX,

We are writing to provide you with information regarding a recent data security incident at SHI. The protection of your data is a matter we take very seriously and we recommend that you review the information in this letter for some steps you can take to protect yourself against potential misuse of your information.

### **What Happened?**

On July 4, 2022, SHI discovered unauthorized access to its computer systems. SHI's security and IT teams swiftly identified the incident and measures were enacted to minimize the impact on SHI's systems and data. Although SHI was able to contain the incident, SHI believes that the unauthorized party may have obtained some data. While the number of individuals and the nature of the information affected is still being investigated, your data may have been among the compromised data.

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

While the investigation is still ongoing, SHI currently believes that the affected information does not pertain to all SHI employees. For those affected employees, the data could include one or more of the following categories of information: the employees' full names; social security numbers; home addresses; job titles; dates of employment and salary; tax, banking and loan information; or the employees' COVID-19 vaccination status and dates of any COVID-19 illness, to the extent reported to SHI.

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

SHI is diligently investigating this matter and is working with the assistance of outside cybersecurity experts to further investigate the incident and restore SHI's systems to full availability in a secure and reliable manner. SHI's security and IT teams took some systems, including SHI's public websites and email, offline while the incident was being investigated and the integrity of those systems was assessed. SHI's systems and operations are steadily being restored and the forensic investigation is continuing together with the expert consultants. SHI is implementing heightened security measures to further protect your information and the integrity of our systems and operations.

In addition to conducting its own investigation, SHI is working with federal law enforcement including the FBI and the Cybersecurity and Infrastructure Security Agency.

Furthermore, to help safeguard your data, and to address any concerns you may have about this incident, we have arranged for complimentary enrollment, at your option, in **Equifax Complete Premier** credit monitoring service for two years. This service helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

- You may have already received information about Equifax Complete Premier and activated your monitoring service. If you have already done so, you do not have to activate it again.
- If you have not already received information about Equifax Complete Premier or have not activated your monitoring service, you can find detailed instructions on how to activate your monitoring service in the accompanying letter from Equifax.

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

Even if you do not wish to enroll in Equifax Complete Premier, it is important to remain vigilant by reviewing account statements and monitoring free credit reports for incidents of fraud and identity theft or errors. If you want extra security, you can take the following steps to further protect yourself:

- **Social Security Number Protections:** You have a right under the Fair Credit Reporting Act to place a fraud alert or security freeze on your credit files. A fraud alert requires potential creditors to use what the law refers to as “reasonable policies and procedures” to verify your identity before issuing credit in your name. The alert will remain on your accounts for 90 days. A security freeze will lock your credit files so nobody can access them to obtain credit in your name and is available free of charge. You can unlock them temporarily or permanently at any time.

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver’s license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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.

You can request a fraud alert or security freeze, which are free of charge, through any one of the three credit reporting agencies listed below. You can also request copies of your credit report from any of these agencies, which you should check for suspicious activity. If you find anything, contact the police or proper local authorities and file a report of identity theft. You have the right to obtain a copy of the police report. Ask for a copy of the police report, as you may need to supply this to your creditors.

- Experian: P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com) Phone: 888.397.3742
- Equifax: P.O. Box 740256, Atlanta, Georgia 30374, [www.equifax.com](http://www.equifax.com) Phone: 800.525.6285
- TransUnion: P.O. Box 2000 Chester, PA 19016, [www.transunion.com](http://www.transunion.com) Phone: 800.680.7289

You may obtain additional information on your rights under the Fair Credit Reporting Act from the Consumer Financial Protection Bureau at [https://files.consumerfinance.gov/f/documents/bcftp\\_consumer-identity-theft-rights-summary\\_2018-09.docx](https://files.consumerfinance.gov/f/documents/bcftp_consumer-identity-theft-rights-summary_2018-09.docx)

- **Report Identity Theft:** Immediately report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state’s attorney general, and the Federal Trade Commission (“FTC”). You may contact the FTC or your state’s regulatory authority to obtain additional information about avoiding identity theft and information about fraud alerts and security freezes.
  - FTC: 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.identitytheft.gov](http://www.identitytheft.gov)
- **For residents of the District of Columbia:** You may obtain additional information on steps you can take to avoid identity theft from the Office of the Attorney General for the District of Columbia at (202) 727-3400; 400 6th Street, NW, Washington, DC 20001; or online at <https://oag.dc.gov/consumer-protection>
- **For residents of Maryland:** You may obtain additional information on steps you can take to avoid identity theft from the Office of the Maryland Attorney General at 410-576-6300; 200 St. Paul Place, Baltimore, MD 21202; or online at <https://www.marylandattorneygeneral.gov/Pages/CPD/>
- **For residents of New York:** You may obtain additional information on steps you can take to avoid identity theft from the New York Department of State Division of Consumer Protection at 1-800-771-7755 or <https://dos.ny.gov/consumer-protection>
- **For residents of North Carolina:** You may obtain additional information on steps you can take to avoid identity theft from the Office of the North Carolina Attorney General at (919) 716-6400; 114 West Edenton Street, Raleigh, NC 27603; or online at <https://ncdoj.gov/protecting-consumers/>
- **For residents of Rhode Island:** You may obtain additional information on steps you can take to avoid identity theft by contacting the Office of the Rhode Island Attorney General at (401) 274-4400 or <https://riag.ri.gov/consumerprotection>

**More Information:**

If there is anything that SHI can do to assist you, please contact us toll free at (800) 443-1527 or via email at [incident@shi.com](mailto:incident@shi.com)

Sincerely,

*Kevin C. McCann*

Kevin C. McCann  
General Counsel



XXXXXXXXXXXXXXXXXXXX

Enter your Activation Code: XXXXXXXXXXXXXXX  
Enrollment Deadline: **October 31, 2022**

## **Equifax Complete™ Premier**

\*Note: You must be over age 18 with a credit file to take advantage of the product

### **Key Features**

- Annual access to your 3-bureau credit report and VantageScore<sup>1</sup> credit scores
- Daily access to your Equifax credit report and 1-bureau VantageScore credit score
- 3-bureau credit monitoring<sup>2</sup> with email notifications of key changes to your credit reports
- WebScan notifications<sup>3</sup> when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts<sup>4</sup>, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock<sup>5</sup>
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft<sup>6</sup>.
- Lost Wallet Assistance if your wallet is lost or stolen, and one-stop assistance in canceling and reissuing credit, debit and personal identification cards.

### **Enrollment Instructions**

Go to [www.equifax.com/activate](http://www.equifax.com/activate)

Enter your unique Activation Code XXXXXXXXXXXXXXX then click “Submit” and follow these 4 steps :

1. **Register:**

Complete the form with your contact information and click “Continue”.

*If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header.*

*Once you have successfully signed in, you will skip to the Checkout Page in Step 4*

2. **Create Account:**

Enter your email address, create a password, and accept the terms of use.

3. **Verify Identity:**

To enroll in your product, we will ask you to complete our identity verification process.

4. **Checkout:**

Upon successful verification of your identity, you will see the Checkout Page.

Click ‘Sign Me Up’ to finish enrolling.

**You’re done!**

The confirmation page shows your completed enrollment.

Click “View My Product” to access the product features.

<sup>1</sup>The credit scores provided are based on the VantageScore® 3.0 model. For three-bureau VantageScore credit scores, data from Equifax®, Experian®, and TransUnion® are used respectively. Any one-bureau VantageScore uses Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

<sup>2</sup>Credit monitoring from Experian and TransUnion will take several days to begin.

<sup>3</sup>WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers’ personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers’ personal information is at risk of being traded.

<sup>4</sup>The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

<sup>5</sup>Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer’s identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit [www.optoutprescreen.com](http://www.optoutprescreen.com)

<sup>6</sup>The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



SHI International Corp.

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Somerset, NJ 08873

888-764-8888

[SHI.com](http://SHI.com)

July 22, 2022

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

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5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver’s license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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.

You can request a fraud alert or security freeze, which are free of charge, through any one of the three credit reporting agencies listed below. You can also request copies of your credit report from any of these agencies, which you should check for suspicious activity. If you find anything, contact the police or proper local authorities and file a report of identity theft. You have the right to obtain a copy of the police report. Ask for a copy of the police report, as you may need to supply this to your creditors.

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Sincerely,

*/s/ Kevin C. McCann*

Kevin C. McCann  
General Counsel