



\_\_\_\_\_, 2022

Dear «Employee\_Name\_Last\_Suffix\_First\_MI»:

The security and confidentiality of our employees' information is one of Igloo's top priorities. We monitor our network and information technology systems for attacks and intrusions on a continuous basis. We are writing to supplement our alert to you of a data security incident that potentially resulted in limited access to certain personal information in our possession.

**At this time, there is no evidence that your data has been used inappropriately, but we have determined that your data could have been viewed by an unauthorized person.**

We take this incident extremely seriously. Accordingly, while there is no evidence suggesting that your information has been compromised, we are informing you so that you may take any protective steps you deem necessary.

You have a right to obtain a police report of the incident. You also have a right, pursuant to state law, to request a security freeze free of charge.

To freeze access to your credit files you may contact the Office of Consumer Affairs and Business Regulation.

You will need the following information:

- Your full name, address, Social Security number, and date of birth;
- Addresses where you have lived over the past five years;
- Proof of current address such as a utility bill or phone bill;
- A photocopy of a government issued identification card;
- If you are an identify theft victim, include a copy of the police report, investigative report, or complaint.

The request may be made mail, phone, or online. Please consult with the Office of Consumer Affairs and Business Regulation website for further information. You can access the site here: <https://www.mass.gov/how-to/request-a-credit-report-security-freeze>.

In addition, **we are providing you with eighteen months of free credit monitoring services and identity protection services** from CyberScout as more fully described below. No payment by you is required. It will only take 5 minutes for you to sign up. No credit card is required. You will need your need your date of birth, contact information, and phone number. Please note that to obtain the benefit of these services, you must activate your code by **July 31, 2022**.

We recommend that you take precautionary measures to protect yourself, such as accessing and monitoring your personal credit reports. Under federal law, you have the right to receive, at your request, a free copy of your credit report every 12 months from each of the three consumer credit reporting companies. A credit report can provide information about those who have received your credit history within a certain period of time. You may request a free credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by telephone at 1-877-322-8228.

When you receive your credit reports, check for any transactions or accounts that you do not recognize. If you see anything you do not understand, call the telephone number listed on the



credit report or visit the Federal Trade Commission's Web site on identity theft at <http://www.consumer.gov/idtheft/>.

We take the safety and security of your personal information very seriously. We sincerely apologize for any inconvenience and we want you to know that we are here to assist you. Should you have any further questions or concerns regarding this incident, please contact the undersigned.

Sincerely,

Michael Misener  
Senior Legal Counsel

Igloo Inc.  
55 King St W, Suite 200  
Kitchener, Ontario  
Canada/N2G 4W1  
[mmisener@igloosoftware.com](mailto:mmisener@igloosoftware.com)  
cell: 519-574-3518



**Activation Code: «ACTIVATION\_CODE»**

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

Through CyberScout, we have arranged a **18 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:

**«Activation\_Code»**

Please ensure that you redeem your activation code before 7/31/2022 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.

\* 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.