



December 7, 2022

<First Name> <Last Name>  
<Street Address 1>  
<Street Address 2>  
<City>, <State> <Zip Code>

### **NOTICE OF SECURITY INCIDENT**

Dear <First Name>,

We are writing to let you know about a cyber security incident that occurred at Teleperformance USA (“TPUSA”). We want to make clear at the outset that keeping personal data safe and secure is extremely important to us, and we deeply regret that this incident occurred.

#### **WHAT INFORMATION WAS INVOLVED?**

The personal information that may have been affected includes your name, Social Security Number and NT Login. As of the time of writing, we have no information suggesting that your personal information has been misused as a result of this incident. Targeted online monitoring commissioned by Teleperformance has not revealed any publication, sale or other exploitation of your personal information.

#### **WHAT WE ARE DOING**

We took prompt steps to address this incident after discovery. As previously mentioned, we initiated an investigation with the assistance of external cybersecurity experts to help remediate and ensure the ongoing security of our network. We have also notified law enforcement of this incident but have not delayed notification as a result of any law enforcement investigation.

To help protect your identity, we are offering a complimentary 24-month membership of Experian’s® IdentityWorks<sup>SM</sup> - Credit 1B. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

#### **Enrollment Instructions - IdentityWorks - Credit 1B**

- Ensure that you **enroll by: March 31, 2023 (Your code will not work after this date.)**
- **Visit** the Experian IdentityWorks website to enroll:

<https://www.experianidworks.com/credit>

- Provide your **activation code**:

### **Additional details regarding your 24-month Experian IdentityWorks membership**

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

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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 file 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™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\*Offline members will be eligible to call for additional reports quarterly after enrolling

\*\*Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\*\*\*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.

### **WHAT YOU CAN DO**

We strongly encourage you to contact Experian and take advantage of the credit monitoring and identity theft protection services that we are providing to you free of charge. In addition, you should remain vigilant and carefully review your accounts for any suspicious activity. This is a best practice for all individuals.

If you detect any suspicious activity on an account, you should change the password and security questions associated with the account, and promptly notify the financial institution or company with which the account is maintained and any relevant government agency, such as IRS, SSA, or state DMV, as applicable.



[teleperformance.com](https://teleperformance.com)

 [linkedin.com/company/teleperformance](https://linkedin.com/company/teleperformance)

 [twitter.com/teleperformance](https://twitter.com/teleperformance)

If you would like to take additional steps to protect your personal information, attached to this letter are helpful resources on how to do so, including recommendations from the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

### **FOR MORE INFORMATION**

We take our responsibility to protect your personal information extremely seriously. We will continue to take all appropriate steps to keep information safe and continually enhance our posture, policies, and processes.

If you have any questions regarding this incident or the services available to you, please contact us via email at [TPUS\\_HRSupport@Teleperformance.com](mailto:TPUS_HRSupport@Teleperformance.com) or call 877-877-3944 using the following instructions.

- Select Option 1 for US Human resources; and then select Option 1 again (for “If you have received a mailer with reference number”)
- Reference number is CTSS1222

Sincerely,

Katrina Sevier  
Chief Human Resources Officer  
Teleperformance USA

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## Additional Resources

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Below are additional helpful tips you may want to consider to protect your personal information.

### **Review Your Credit Reports and Account Statements; Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, we recommend that you remain vigilant by reviewing your credit reports and account statements closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or other company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact law enforcement, the Federal Trade Commission (“FTC”) and/or the Attorney General’s office in your home state. You can also contact these agencies for information on how to prevent or avoid identity theft, and you can contact the FTC at:

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

### **Copy of Credit Report**

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <https://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to the Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print this form at <https://www.annualcreditreport.com/manualRequestForm.action>. Credit reporting agency contact details are provided below.

#### **Equifax:**

[equifax.com](http://equifax.com)  
[equifax.com/personal/credit-report-services](http://equifax.com/personal/credit-report-services)  
P.O. Box 740241  
Atlanta, GA 30374  
866-349-5191

#### **Experian:**

[experian.com](http://experian.com)  
[experian.com/help](http://experian.com/help)  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742

#### **TransUnion:**

[transunion.com](http://transunion.com)  
[transunion.com/credit-help](http://transunion.com/credit-help)  
P.O. Box 1000  
Chester, PA 19016  
888-909-8872

When you receive your credit reports, review them carefully. Look for accounts or credit inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is inaccurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

### **Fraud Alert**

You may want to consider placing a fraud alert on your credit file. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. If you have already been a victim of identity theft, you may have an extended alert placed on your report if you provide the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

### **Security Freeze**

You have the right to place a security freeze on your credit file free of charge. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your

consent. As a result, using a security freeze may delay your ability to obtain credit. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name; social security number; date of birth; current and previous addresses; a copy of your state-issued identification card; and a recent utility bill, bank statement, or telephone bill.

### **Federal Fair Credit Reporting Act Rights**

The Fair Credit Reporting Act (FCRA) is federal legislation that regulates how consumer reporting agencies use your information. It promotes the accuracy, fairness, and privacy of consumer information in the files of consumer reporting agencies. As a consumer, you have certain rights under the FCRA, which the FTC has summarized as follows: you must be told if information in your file has been used against you; you have the right to know what is in your file; you have the right to ask for a credit score; you have the right to dispute incomplete or inaccurate information; consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. Identity theft victims and active duty military personnel have additional rights.

For more information about these rights, you may go to [www.ftc.gov/credit](http://www.ftc.gov/credit) or write to: Consumer Response Center, Room 13-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

### **Additional Information**

You have the right to obtain a police report regarding 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.