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November 21, 2022

To Maple Leaf Foods Inc. and Greenleaf Foods, SPC Team Members

Re: Notice of Cybersecurity Incident and Possible Data Breach

As you may be aware, Maple Leaf Foods Inc., the parent company of Greenleaf Foods, SPC, recently experienced a cybersecurity incident. I am writing to update you on our investigation into the matter and the steps we are taking to determine if personal information about our people has been affected. While we are not aware of any misuse of information at this time, we take the privacy and security of your personal information very seriously and want to make sure you are informed.

Please read this notice carefully, as it provides up-to-date information on what we are doing, and important information on what you can do, including how to obtain free credit monitoring and identity theft protection.

## What is Maple Leaf Foods doing to address this situation?

As a precautionary measure to protect you, we are offering two years of complimentary credit monitoring, identity theft protection insurance and restoration services, through one of the largest and trusted service providers in this field, TransUnion. For more information, including instructions on how to activate your account, please see the additional information provided in this letter and in the attached document from TransUnion. If you encounter any difficulties activating the account, please let us know.

Maple Leaf Foods has invested heavily in its security infrastructure, but despite these efforts, cyberattacks are increasingly common. We are reviewing our security practices, including physical and technical controls, to determine what additional steps we can take to limit these types of incidents in the future. We will continue to take additional security measures to protect the integrity of the information we manage, including augmenting our security program, reinforcing our security practices, actively reviewing our systems to enhance security, and fortifying security monitoring and controls. We have also reported this incident to applicable regulators. Further, as part of our ongoing security operations, we regularly review our security and privacy policies and procedures and implement changes when needed to enhance our information security and privacy programs and controls.

# What can you do to protect yourself?

It is important that all of us take steps to protect against potential fraud and identity theft risks. We strongly encourage you to take advantage of the additional credit monitoring and identity theft insurance services we are offering. Privacy laws do not allow us to register you for credit monitoring directly. For more information and instructions on how to register, see the attachment from TransUnion.

In addition to enrolling in the credit monitoring program, identity theft protection insurance and restoration services being offered to you at no charge, we encourage you to take the following precautions:

- Remain vigilant against threats of identity theft or fraud, and regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity.
- Promptly change your passwords.

- Be on alert for "phishing" emails by someone who acts like they know you or are a company that you may do business with and requests sensitive information over email, such as passwords, government identification numbers, or bank account information. The best rule of thumb is if you don't know the sender, don't open the email.
- If you ever suspect that you are the victim of identity theft or fraud, you should contact your local police.

# For more information and questions, you may have

We are taking every possible step to protect our people as a result of this incident. If you have any further questions, about the service being offered please feel free to contact TransUnion at 1-833-806-1882 Monday through Friday between 9:00 AM and 6:30 PM EST. And if you have other more general questions, you may contact your one-up manager or your HR partner.

Yours truly,

Michael H. McCain Chief Executive Officer

Maple Leaf Foods Inc.



#### PREVENTING IDENTITY THEFT AND FRAUD

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Immediately report any suspicious activity to your bank or credit union. If you do find suspicious activity on your credit reports or other statements, call your local police or sheriff's office or state Attorney General and file a report of identity theft. You have a right to a copy of the police report, and you may need to give copies of the police report to creditors to clear up your records and also to access some services that are free to identity theft victims.

Under the U.S. Fair Credit Reporting Act and other laws, you have certain rights that can help protect yourself from identity theft. Many of these are explained in this document and at <a href="www.identitytheft.gov/Know-Your-Rights">www.identitytheft.gov/Know-Your-Rights</a>. For example, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit <a href="http://www.annualcreditreport.com">http://www.annualcreditreport.com</a> or call toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can have these credit bureaus place a short-term or an extended "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

## General contact information for each agency:

 Equifax
 Experian
 TransUnion

 P.O. Box 105069
 P.O. Box 9554
 P.O. Box 2000

Atlanta, GA 30348-5069 Allen, TX 75013 Chester, PA 19016-2000

(866) 349-5191 888-397-3742 800-680-7289

<u>www.equifax.com</u> <u>www.experian.com</u> <u>www.transunion.com</u>

## To add a fraud alert:

Equifax (888) 202-4025, Option 6 or <a href="https://www.equifax.com/personal/credit-report-">https://www.equifax.com/personal/credit-report-</a>

services/credit-fraud-alerts/

Experian (714) 830-7000, Option 1 or <a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a>

TransUnion (800) 916-8800 or <a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a>

You may also place a security freeze on your credit reports, free of charge. A security freeze, also known as a "credit freeze," prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. But unlike a fraud alert, you must separately place a security freeze on your credit file at **each** bureau. You can use the following addresses and contact information to place a security freeze with each major credit bureau:

**Equifax Security Freeze**. 1-800-685-1111. P.O. Box 1057881, Atlanta, GA 30348-0241. <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">www.equifax.com/personal/credit-report-services/credit-freeze/</a>;



**Experian Security Freeze**. 1-888-EXPERIAN or 1-888-397-3742. P.O. Box 9554, Allen, TX 75013. www.experian.com/freeze/center.html; or

**TransUnion**. 1-800-680-7289. Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000. www.transunion.com/credit-freeze

The Federal Trade Commission also provides additional information about credit freezes here: <a href="https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs">https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs</a>.

In order to request a security freeze, you may need to supply your full name (including middle initial, as well as Jr., Sr., II, III, etc.), date of birth, Social Security number, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement to show proof of your current address. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning your identity theft.

The credit reporting agencies must place a security freeze on your credit report within one (1) business day after receiving a request by phone or secure electronic means, and within (3) business days after receiving your request by mail. The credit bureaus must then send written confirmation to you within five (5) business days of placing the security freeze, along with information about how to remove or lift the security freeze in the future.

You can further educate yourself regarding identity theft, fraud alerts, freezes, and the steps you can take to protect yourself by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission encourages those who discover their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be reported to law enforcement or your state Attorney General as well.

The Federal Trade Commission can be reached at:

Federal Trade Commission Consumer Resource Center 600 Pennsylvania Avenue NW Washington, DC 20580 1-877-ID-THEFT (1-877-438-4338)

TTY: 1-866-653-4261

www.identitytheft.gov or www.ftc.gov

### OTHER IMPORTANT INFORMATION

You may also file a report with your local police or the police in the community where the identity theft took place. You are entitled to request a copy of any police report you file in this matter.

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).





Activation Code: MLFC-YB11-2122

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

Through Cyberscout, we have arranged a two year subscription to an online monitoring service, at no cost to you. This credit monitoring service will notify you by email of critical changes to your Credit Report. Should you receive an email alert, you can review and validate the reported change by logging into the portal. This allows you to identify any potentially fraudulent activity on your Credit Report.

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

https://bfs.cyberscout.com/activate

You will be prompted to enter the following activation code:

## MLFC-YB11-2122

Please ensure that you redeem your activation code before 3/31/2023 to take advantage of the service.

Upon 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 1-888-439-7443.