

Livingston International Inc.
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



April 11, 2023

Subject: Notice of Data Breach

Dear [REDACTED]:

We write on behalf of Livingston International ("Livingston") to inform you of a data security incident that affected Livingston's systems and may have involved your personal information.

What is Livingston doing to address this situation?

Livingston is implementing enhanced safeguards to its systems, security and practices. Livingston is also providing you with access to the following services.

Livingston is providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score/Cyber Monitoring** services at no charge. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if your personally identifiable information is found online. Finally, Livingston is providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern Time, Monday through Friday. Please call the helpline at **1-833-570-2943** and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described above is required.

How do enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to **<https://secure.identityforce.com/benefit/livingston>** and follow the instructions provided. When prompted, please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account, and may not be available to minors under 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.

What can I do on my own to address this situation?

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the

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timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

To place a security freeze on your credit report, you will need to contact each of the three major consumer reporting agencies by phone, online or via mail at the addresses below:

Equifax Security Freeze
1-800-685-1111
P.O. Box 105788
Atlanta, GA 30348
[Equifax.com/personal/credit-report-services](https://www.equifax.com/personal/credit-report-services)

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
[Experian.com/help](https://www.experian.com/help)

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19022-2000
[Transunion.com/credit-help](https://www.transunion.com/credit-help)

In order to request a security freeze, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Address
- Social Security Number
- Date of birth

If you submit a request for a security freeze via mail, you may be asked to provide the additional information:

- If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years
- Proof of current address such as a current utility bill or telephone bill
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
- 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 three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call, go online or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. If the request is made online or by phone, the credit reporting agency must lift a freeze within one hour. If the request is made by mail, the credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must call, go online or send a written request by mail to each of the three credit bureaus and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. If the request is made online or by phone, the credit reporting agency must lift a freeze within one hour. If the request is made by mail, the credit reporting agencies have three (3) business days after receiving your request to permanently lift the security freeze.

What if I have additional questions regarding this incident?

We have established a dedicated call center to answer all your questions about this matter. You can reach them at **1-833-570-2943**.

Livingston takes its responsibility to protect your personal information very seriously and regrets any inconvenience this incident may have caused you.

Sincerely,

Robert Closner
Chief Legal Officer
Livingston International



