



Tower Fasteners LLC  
1690 North Ocean Avenue  
Holtsville, NY 11742

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]

[Date]

**RE: Important Security Notification. Please read this entire letter.**

Dear [First Name] [Last Name]:

**What Happened:** We are writing to notify you that Tower Fasteners LLC, (“Tower” or “we”) recently experienced a data security incident that may have involved some of your personal information. On March 22, 2023, a phishing link containing malware was delivered to a Tower associate in Mexico. After the associate interacted with the link, the malware successfully encrypted a number of Tower systems. Our incident containment and remediation efforts began immediately after the discovery of the threat actor’s intrusion, and included the decommission and restoration of a number of our computer systems. Once we restored the affected systems on March 29, 2023, our investigation revealed that the affected systems contained current and former associate personal information.

In response to the breach we have deployed real-time monitoring, containment, and remediation software on every server and device to prevent any further unauthorized access to our systems. We have also reset all user and administrative passwords. To ensure the security of our systems, we are reimaging all endpoints and restoring affected systems from clean disaster recovery backups. This process may take some time, but it is necessary to ensure that all compromised systems are fully restored and free of any malicious software. Furthermore, we are implementing multi-factor authentication for all associate accounts on a rolling basis. This added layer of security will help prevent unauthorized access to our systems in the future.

**What Information Was Involved:** We have investigated the affected systems and identified the following categories of your personal information that may have been accessed by the threat actors:

- Full Name
- Date of Birth
- Social Security Number
- Contact Details (Phone Number, Email Address, Postal Code)
- Passport Number

We understand that this may be concerning to you, and we apologize for any inconvenience this may have caused. We want to assure you that we are taking every possible step to safeguard your personal information and prevent any further incidents.

**What We Are Doing To Protect Your Information:** To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a

freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration 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).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** [Enrollment End Date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [Enrollment URL]
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [Experian TFN] by [Enrollment End Date]. Be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

#### **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 specialists 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.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**For More Information.** We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call [Experian TFN] toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number [B#####].

**What You Can Do:** We encourage you to remain vigilant by reviewing your account statements and monitoring credit report information. You can also obtain information about fraud alerts and security freezes from the FTC and the credit reporting agencies listed below:

- Federal Trade Commission, <https://www.ftc.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 20580 1-877-FTC-HELP
- Nationwide Consumer Reporting Companies:
  - Equifax, <https://www.equifax.com>, Equifax Credit Information Services, LLC, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285
  - Experian, <https://www.experian.com>, Experian National Consumer Assistance Center, P.O. Box 4500, Allen, TX 75013, 1-888-397-3742
  - TransUnion, <https://www.transunion.com>, TransUnion Consumer Relations, P.O. Box 2000, Chester, PA 19016-2000, 1-800-680-7289

To the extent you desire to freeze your credit report, you must separately place a credit freeze on your credit file at each of the three credit reporting agencies. There is no charge associated with placing a credit freeze. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency.

**North Carolina Residents:** You may receive more information from the North Carolina Attorney General at [www.ncdoj.gov](http://www.ncdoj.gov), or by contacting the Attorney General by calling the toll free hotline within North Carolina: 877-5-NO-SCAM. You may also mail a letter to the Attorney General at North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699.

**Massachusetts Residents:** You have the right to file a police report.

Sincerely,

**Geeta Kapoor**

Vice President – Information Security  
MSC Industrial Supply Co.

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

\*\* 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.