



A message from  
**Pia Cornejo**  
Chief Human Resources Officer



Dear Team Members,

I am writing to make you aware that one of our health and wellness vendors (Vitality Group International Inc.) recently reported a security incident that unfortunately impacted team member eligibility information. We take the security of our team members' information very seriously and apologize for the inconvenience and frustration this incident may cause you.

To help provide information about this incident, how it occurred, what steps have been taken to resolve the incident, and what steps we can all take to protect ourselves as a result of the incident, we put together the following important FAQ. Please read this carefully.

**1. Who is Vitality?**

Vitality Group operates the health and wellness rewards program offered to our team members as a voluntary benefit. Through this program FirstKey Homes team members earn points for certain wellness activities like daily exercise and walking challenges.

**2. What information is provided to Vitality?**

Vitality Group periodically receives employee enrollment and eligibility information. These files include employee name, date of birth, social security number, and e-mail address. Vitality Group uses this information in order to allow for simple eligibility verification and enrollment in the program for team members.

**3. What information was taken/accessed?**

Vitality is reporting the file included name, employee ID, social security number, date of birth, e-mail address, and gender.

**4. Were all team members impacted, and how will I know if I was impacted?**

No, not all team members were impacted. Impacted team members will receive a unique activation code to help them take advantage of Experian's 2-year credit monitoring product being offered free of charge by Vitality. Please refer to question 12 for additional information regarding this free credit monitoring.

**5. Was any information concerning my beneficiaries or dependents disclosed?**

No, Vitality only receives information on our team members.

**6. Is my information still being sent over to Vitality?**

FirstKey Homes has indefinitely suspended file transfers until our security team is comfortable with the situation.

**7. When did this incident occur?**

On June 5, 2023, Vitality Group notified FirstKey Homes that it had sustained a security incident impacting an undisclosed number of FirstKey Homes team members.

**8. Why am I just learning about this incident now?**

We found out on Tuesday evening that the incident impacted most of our current team members and needed to use Wednesday to confirm the accuracy and details of the information.

**9. How was this information exposed?**

Vitality has reported FirstKey Homes member data was exposed through a “zero-day” vulnerability impacting the MOVEit application file transfer software. This is a well-publicized incident impacting thousands of companies using this software. A “zero-day” means it was a previously unknown vulnerability in the software.

**10. Were FirstKey Homes systems impacted?**

No. FirstKey Homes systems were **not** compromised. Likewise, we have received no other reports from any other FirstKey Homes vendors.

**11. Has Vitality fixed the situation?**

Vitality has applied the security patches provided by MOVEit to fix the vulnerability. They also shared with us that they conducted a thorough forensic analysis to ensure no other Vitality systems beyond the server running the MOVEit application were impacted. Out of an abundance of caution, however, we have indefinitely suspended all transmissions of data to Vitality until our security team is comfortable with the way in which Vitality stores FirstKey Homes records.

**12. What should I do?**

Vitality Group is offering impacted employees a free 2-year credit monitoring product through Experian. We recommend enrolling in this identify detection and protection service. Vitality has set up a dedicated call center (1-833-901-4630). Hours of operations are Monday to Friday (9 a.m. – 11 p.m. ET) and Saturday to Sunday (11 a.m. – 8 p.m. ET).

If this incident impacted you, you’ll receive a unique activation code from [Vitalityincident@firstkeyhomes.com](mailto:Vitalityincident@firstkeyhomes.com) via Smartsheet by 3 p.m., Thursday, June 22. You’ll need to provide this activation code to Experian when you call, along with the **reference engagement code:**

**B096642.** The Experian representative will also request that you provide some personal identifying information for security purposes. Please note that you have until Oct. 31, 2023, to enroll, with the 2-year credit monitoring starting on the day of your enrollment.

Since social security numbers were impacted, we also encourage you to contact the credit bureaus if you are interested in requesting fraud alerts and/or credit freezes be placed on your credit reports to err on the safe side. Please review the attached Identity Theft Reference Guide and visit the FTC's site [IdentityTheft.gov](https://www.ftc.gov/identitytheft) for additional resources.

Please find below credit bureau contact information:

Equifax	Experian	TransUnion
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

As mentioned above, we take the security of our team members' information very seriously. We recognize this news may cause distress and sincerely apologize for it. In the spirit of being supportive and helpful during this time, we want to provide you with the information and tools needed for you to take appropriate action.

Sincerely,



Pia



CONFIDENTIALITY NOTICE: Privileged or confidential information may be contained in this email transmission (and any attachments accompanying it). The information is intended only for the use of the intended recipient named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this emailed information, except its direct delivery to the intended recipient named above, is prohibited. If you have received this email in error, please notify us immediately.

FirstKey Homes is pledged to the letter and spirit of all applicable state and federal fair housing laws, including, without limitation, the Fair Housing Act (Title VIII of the Civil Rights Act of 1968, as amended), for the achievement of equal housing opportunities for all rental applicants and Residents throughout each of the states in which we operate.

## **IDENTITY PROTECTION REFERENCE GUIDE**

**1. Review your Credit Reports.** We recommend that you monitor your credit reports for any activity you do not recognize. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

If you see anything in your credit report that you do not understand, call the credit bureau at the telephone number on the report. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing.

**2. Place Fraud Alerts.** You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. Please note that placing a fraud alert may delay you when seeking to obtain credit. You can learn more about fraud alerts by contacting the credit bureaus or by visiting their websites:

Equifax <a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a> 1-888-298-0045 Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian <a href="https://www.experian.com/help/">https://www.experian.com/help/</a> 1-888-397-3742 Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013 Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion <a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a> 1-833-395-6938 TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016 TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094
--	---	--

It is only necessary to contact one of these bureaus and use only one of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You should receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

**3. Place Security Freezes.** By placing a security freeze, someone who fraudulently acquires your personally identifying information will not be able to use that information to open new accounts or borrow money in your name. Federal and state laws prohibit charges for placing, temporarily lifting, or removing a security freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze.

To place a security freeze, you must contact each of the three national credit reporting bureaus listed above and provide the following information: (1) your full name; (2) your social security number; (3) date of birth; (4) the addresses where you have lived over the past two years; (5) proof of current address, such as a utility bill or telephone bill; (6) a copy of a government issued identification card; and (7) if you are the victim of identity theft, include the police report, investigative report, or complaint to a law enforcement agency. If the request to place a security freeze is made by toll-free telephone or secure electronic means, the credit

bureaus have one business day after receiving your request to place the security freeze on your credit report. If the request is made by mail, the credit bureaus have three business days to place the security freeze on your credit report after receiving your request. The credit bureaus must send confirmation to you within five business days and provide you with information concerning the process by which you may remove or lift the security freeze.

**4. Monitor Your Account Statements.** We encourage you to carefully monitor your financial account statements for fraudulent activity and report anything suspicious to the respective institution or provider.

**5. You can also further educate yourself** regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, your state Attorney General, or the Federal Trade Commission (FTC). The Federal Trade Commission has published a helpful online resource, [www.identitytheft.gov](http://www.identitytheft.gov), and can be reached in writing and by phone at 600 Pennsylvania Avenue NW, Washington, DC 20580; 1-877-ID-THEFT (877-438- 4338); and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

\*\*\*\*\*

**New York Residents:** You can obtain additional information about identity theft prevention and protection from the New York State Attorney General, The Capitol, State Street and Washington Avenue, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov/>.

**North Carolina Residents:** You can obtain additional information about preventing identity theft from the North Carolina Office of the Attorney General, Consumer Protection Division at: 9001 Mail Service Center, Raleigh, NC 27699-9001, (877) 566-7226 (toll-free within North Carolina) or (919) 716-6000, <https://ncdoj.gov/>.