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HomeServe USA Corp.  
601 Merritt 7  
Norwalk, CT 06851

[NAME]  
[ADDRESS]  
[CITY] [STATE] [ZIP]

August 30, 2023

Dear [NAME]:

At HomeServe USA Corp. (“HomeServe”), we value and respect the privacy of your personal information, which is why we are writing to follow up with you regarding a recent security incident that involved some of your personal information.

To help relieve any concerns and restore your confidence in HomeServe following this incident, we have arranged for you to enroll in two (2) years of credit monitoring and identity theft protection, free of charge, through LifeLock’s “Ultimate Plus” plan. You may sign up for this service by following the instructions attached to this notice.

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. You also have the right to request, place, or lift a security freeze on your credit report, free of charge, as further described in the supplemental information attached to this notice. The supplemental information attached to this notice also offers additional measures you can take to protect your information, including recommendations by the U.S. Federal Trade Commission (FTC) regarding identity theft protection.

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit reports closely. If you detect any suspicious activity on your account, you should promptly notify the financial institution or company with which your account is maintained.

For further information and assistance, please reach out to a member of our Data Privacy Team, Elizabeth Sauvigne or MaryKate Mrazik Bassoli.

**Elizabeth A. Sauvigne**  
Asst. General Counsel, Legal & Compliance  
Data Privacy Officer  
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**MaryKate Mrazik Bassoli**  
Senior Marketing & Privacy Counsel  
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Sincerely,

Cherie Sheridan  
Chief People Officer  
HomeServe USA Corp.



**Steps You Can Take to Further Protect Your Information**

**1. Obtain and Monitor Your Credit Report**

We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every twelve (12) months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

<b>Equifax</b> (866) 349-5191 P.O. Box 740241 Atlanta, GA 30374 <a href="http://www.equifax.com">www.equifax.com</a>	<b>Experian</b> (888) 397-3742 P.O. Box 2002 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a>	<b>TransUnion</b> (800) 888-4213 P.O. Box 2000 Chester, PA 19022 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Innovis</b> (800) 540-2505 P.O. Box 1689 Pittsburgh, PA 15230 <a href="http://www.innovis.com">www.innovis.com</a>
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**2. Consider Placing a Fraud Alert on Your Credit Report**

You may want to consider placing an initial or extended fraud alert on your credit report, at no charge, by contacting any of the credit reporting agencies. An initial fraud alert will stay on your credit file for one (1) year. 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 are a victim of identity theft and have filed an identity theft report with law enforcement, you may want to consider placing an extended fraud alert, which lasts for seven (7) years, on your credit report. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified below:

<b>Equifax</b> (800) 525-6285 P.O. Box 105069 Atlanta, GA 30348 <a href="http://www.equifax.com/personal/credit-report-services/credit-fraud-alerts">www.equifax.com/personal/credit-report-services/credit-fraud-alerts</a>	<b>Experian</b> (888) 397-3742 P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com/fraud/center.html">www.experian.com/fraud/center.html</a>	<b>TransUnion</b> (800) 680-7289 P.O. Box 2000 Chester, PA 19016 <a href="http://www.transunion.com/fraud-alerts">www.transunion.com/fraud-alerts</a>	<b>Innovis</b> (800) 540-2505 P.O. Box 26 Pittsburgh, PA 15230 <a href="http://www.innovis.com/personal/fraudActiveDutyAlerts">www.innovis.com/personal/fraudActiveDutyAlerts</a>
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**3. Consider Placing a Security Freeze on Your Credit Report**

Under Massachusetts law, you have the right to place, lift, or remove a security freeze on your credit report, free of charge. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must place your request for a



freeze with each of the following consumer reporting agencies. To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail to the addresses below. You

<p><b>Equifax</b>  (800) 349-9960  P.O. Box 105788  Atlanta, GA 30348  www.equifax.com/  personal/credit-report-  services/</p>	<p><b>Experian</b>  (888) 397-3742  P.O. Box 9554  Allen, TX 75013  www.experian.com/  freeze/center.html</p>	<p><b>TransUnion</b>  (888) 909-8872  P.O. Box 160  Woodlyn, PA 19094  www.transunion.com/  credit-freeze</p>	<p><b>Innovis</b>  (800) 540-2505  P.O. Box 26  Pittsburgh, PA 15230  www.innovis.com/  personal/securityFreeze</p>
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may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

To place a security freeze, you may be required to provide the consumer reporting agency with some or all of the following information, depending on whether you do so online, by phone, or by mail (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): full name (with middle initials and any suffixes); Social Security number; date of birth; current and previous addresses for the past five years; a copy of your state-issued identification card, Social Security Card, pay stub, or W2; any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles; and a recent utility bill, bank statement, or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. 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 one (1) business day after receiving your request by toll-free telephone or secure electronic means, or up to three (3) business days after receiving your request by mail, 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 may 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identity 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. The credit reporting agencies have one (1) business day after receiving your request by toll-free telephone or secure electronic means, or three (3) business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the 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. The credit bureaus have one (1) business day after receiving your request by toll-free telephone or



secure electronic means, or three (3) business days after receiving your request by mail, to remove the security freeze.

#### **4. Federal Trade Commission and State Attorneys General**

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 the FTC, proper law enforcement authorities and/or your state attorney general. You may also contact these agencies for information on how to prevent or avoid identity theft and to obtain additional information about fraud alerts and security freezes. You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (438-4338).

#### **5. Credit Monitoring & Identity Theft Protection Services**

HomeServe will be providing you with credit monitoring and identity theft protection services for two (2) years, at no cost to you. **To take advantage of this offer, you must enroll by October 29, 2023.** Once you have enrolled, please submit your receipt to [payroll@homeserveusa.com](mailto:payroll@homeserveusa.com) for reimbursement, if you have not done so already. In addition, please do not hesitate to reach out if you require assistance from HomeServe enrolling in the coverage. For information on LifeLock "Ultimate Plus" Membership and to sign up, refer to LifeLock's website at <https://lifelock.norton.com/products/lifelock-ultimate-plus>. Your use of LifeLock's services is subject to LifeLock's terms and conditions.