



BNC
National Bank

322 East Main Bismarck, ND 58501 www.bnc.bank

September 19, 2023

Dear Loan Customer,

We are writing to inform you of an incident we recently discovered involving your personal information related to your loan with Bankers Healthcare Group, LLC d/b/a BHG Financial ("BHG") which was purchased by BNC National Bank (the "Bank"). Darling Consulting Group ("Darling"), one of our vendors which provides financial management and analysis services, recently notified the Bank of a data security incident that may have involved your personal information.

On July 12, 2023, Darling notified the Bank of a vulnerability discovered in MOVEit Transfer, one of Darling's third-party software services provided by Progress Software, that allowed certain data to be accessed and removed by an unauthorized third party. This was a high-profile incident that affected hundreds of organizations in addition to Darling. Upon discovery, Darling took the following measures: 1) engaged law enforcement; 2) activated their incident response team; 3) hired an independent third-party forensic investigator; and 4) implemented remediations and patches as published by the software vendor. After undertaking a forensic investigation, on August 1, 2023, Darling provided the Bank with additional details concerning the data breach. The personal information involved names and loan account numbers. The personal information **did not include** tax identification numbers, social security numbers, or date of birth.

The security of your personal information is of paramount importance to us, and we take this matter very seriously. Since we learned of this incident, the Bank has been working to verify that Darling is taking all corrective measures necessary to prevent future incidents.

In the meantime, to protect your identity and personal information, you should remain vigilant over the next 12 to 24 months. We strongly encourage you to take the actions noted below:

- Review your account statements to spot any suspicious transactions.
- If you spot any suspicious transactions, please contact us immediately at 1-800-262-2265.
- Be extra cautious regarding emails, text messages and social media messages you may receive. Verify the sender, and do not respond or click on any links unless you are certain the sender is legitimate.
- While no passwords were exposed, it is wise to change account passwords as an additional precaution. Use strong passwords and avoid using the same password for multiple accounts.
- Consider if you should place an initial fraud alert on your credit report and/or freeze your credit file (see <https://consumer.ftc.gov/articles/what-know-about-credit-freezes-fraud-alerts>).
- Review your credit reports for accuracy. Call any one of the three credit reporting agencies to receive your free annual credit report or visit www.annualcreditreport.com.

Experian	TransUnion	Equifax
P.O. Box 9554	P.O. Box 2000	P.O. Box 740241
Allen, TX 75013	Chester, PA 19016	Atlanta, GA 30374
888-397-3742	800-916-8800	866-349-5191
www.experian.com	www.transunion.com	www.equifax.com

- You should also contact the credit reporting agencies to notify them of any suspected fraud or identity theft.

If you believe you are the victim of identity theft, contact your local law enforcement office and/or your state attorney general. Finally, you may also want to consider reviewing information about recovering from identity theft, which is available from the Federal Trade Commission (FTC) at <https://www.identitytheft.gov/> or by calling 1-877-IDTHEFT (1-877-438-4338). The FTC also offers general information to protect your online presence at <https://consumer.ftc.gov/identity-theft-and-online-security>.

We have notified BHG of the details regarding this incident as it pertains to your loan.

We regret this incident and any inconvenience it may cause. If you have further questions related to this incident, please contact Shawn Cleveland at 701-355-3148.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Collins". The signature is written in a cursive, flowing style.

Daniel Collins
President and Chief Executive Officer
BNC National Bank