

30926



November 7, 2023

<Name>

<Street>

<City, ST, zip>

NOTICE OF A DATA BREACH

You are receiving this notification because of a recent email incident at ICD that may have involved your personal information.

What Happened

On November 7, ICD Holdings, LLC ("ICD") concluded an investigation that began with our discovery of suspicious activity in an email account. Our investigation determined that the email account of one of our employees was accessed without authorization. It is important to note that, other than this employee's email account, **at no time was ICD Portal (icdportal.com), or any other internal or external system, compromised.**

Upon learning of the matter, we promptly took action to contain the incident. We conducted an internal investigation and hired a leading forensic security firm to investigate and confirm the security of our computer systems and network. The investigation also involved a review of all potentially compromised emails and documents, which resulted in us determining that a limited amount of your personal information was in the email account.

What Information Was Involved

The impacted information varies depending on the individual but may have included your name and **<insert per individual possible exposure: social security number or driver's license number>.**

What We Are Doing

ICD is committed to protecting the privacy of the information entrusted to us and takes this responsibility seriously. This commitment extends to notifying our clients if we believe the security or confidentiality of their sensitive information may have been compromised.

We have multiple protections in place to guard against the misuse of our clients' personal information and have no indication that any such information has been viewed or used for fraud or identity theft purposes. Additionally, we continue to take steps to prevent situations like this from happening again and apologize for any inconvenience or concern this incident may have caused.

Although we do not know of any instances of fraud or identity theft as a result of this incident, **out of an abundance of caution, we are offering complimentary cybersecurity protection, as detailed in the enclosure.** This service helps detect possible misuse of your personal information and provides you with identity protection focused on immediate identification and resolution of identity theft. **Please review the enclosed information to activate your complimentary membership.**

What You Can Do

As mentioned above, we have no indication of identity theft or fraud arising out of this incident. Nonetheless, as a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an

account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

Other Important Information

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting <http://www.annualcreditreport.com>, by calling tollfree 1-877-322-8228, 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 print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax
1-800-349-9960
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion
1-888-909-8872
www.transunion.com
P.O. Box 2000
Chester, PA 19022

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at <http://www.annualcreditreport.com>.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze
1-800-349-9960
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-888-909-8872
www.transunion.com
P.O. Box 160
Woodlyn, PA 19094

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by

requesting information in writing from the Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. NW, Washington, DC 20580.

This notification was not delayed as a result of a law enforcement investigation.

For More Information

Should you have any questions or concerns, please call 800-611-4423 from 8:00am – 8:00pm Eastern Time.

Sincerely,

Tonya Bukacek
Chief Information Officer
ICD
16475 Bordeaux Drive
Reno, NV 89511