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October 19, 2023

Notice of Cyber Security Incident

Dear Valued Employee,

We value and respect the privacy of your information, which is why we are writing to you to let you know about a cyber security incident that occurred at our Suddekor, LLC office, in Agawam, Massachusetts. You are receiving this notice because we determined that your records are among those that were accessed without authorization. We are providing this notice pursuant to Massachusetts General Law, Part I, Title XV, Chapter 93H.

What Happened

On October 15, 2023, Suddekor, LLC, a subsidiary of SURTECO Group SE, experienced a cyber security incident which directly impacted our Agawam network systems. Suddekor's office, in Agawam, Massachusetts was the direct source of the incident and employees at that location have been impacted by the breach.

Unfortunately, in today's world this is a constant threat to any business. Fortunately, we have been prepared should something like this occur. Our cybersecurity response plan includes the steps to take to minimize the impact and threat to your personal information as well as protect our own data.

What Information Was Involved

The information subject to the incident may include your name, email address, address, telephone number, social security number, and bank details.

What We Are Doing

SURTECO takes this matter very seriously and we apologize for any impact this has had on our employees. Upon learning of the incident, Suddekor took immediate measures to contain and neutralize the vulnerability and immediately began a forensic investigation to determine the extent of the third-party criminal conduct. Suddekor is actively deploying, and will continue to deploy, additional security procedures to prevent future incidents. Finally, we have engaged cyber security experts and legal authorities to guide us through this occurrence. We will continue to work closely with Suddekor and remain vigilant in the security of our own operations.

To assist you in protecting yourself against identity theft, we are providing you, at no charge, with 24 months of credit monitoring services provided by an A+ rated national credit monitoring company. Details on how to enroll will be provided in an email to follow. Please note that you must enroll to take advantage of this free service, and we encourage you to do so promptly.

What Actions You Can Take

Massachusetts Law

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.

Placing a Security Freeze

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. We recommend that you work collaboratively with potential lenders, employers and service providers to ensure that you are protecting both your information and the approval status of your applicable request.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To initiate a security freeze on your credit report, you must communicate directly with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). You may contact them online by setting up a free online account, by phone, by email or by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
(888) 298-0045

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
(888) 397-3742

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19022-2000
(888) 909-8872

In order to request a security freeze, you will need to provide the following information to the reporting agencies:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. Each address where you have lived over the past five (5) years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report, so we recommend placing the freeze as soon as you possibly can. The credit bureaus must also send written confirmation to you within five (5) business days and 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.

Lifting or Suspending a Security Freeze

To temporarily lift or suspend the security freeze in order to allow a specific entity or individual access to your credit report, you must either call, request online via your free account, via email or send a written request to the credit reporting agencies by mail 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 as well as the identities 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 three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

Removing a Security Freeze

To remove the security freeze, you must either call, request online via your free account, via email or send a written request to each of the three credit bureaus by mail 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 three (3) business days after receiving your request to remove the security freeze.

Additional Recommendations

As always, we recommend you be on the alert for suspicious activity related to your financial accounts and credit reports. We encourage you to regularly monitor your statements and records

to ensure there are no transactions or other activities that you did not initiate or authorize. You should report any suspicious activity to the appropriate service provider.

We encourage you to contact myself with any questions by calling (843) 848-3000 (U.S. Residents) or +49 8274 51-0 (Non-U.S. Residents), or by emailing me directly at Danielle.Hall@us.surteco.com. We are available Monday through Friday from 9 am - 5 pm Eastern Standard Time.

Thank you for your immediate attention to this as well as your understanding in the short-term. Our cyber security, as well as the safety and financial stability of our employees, vendors, and customers, is of the utmost importance to us and we remain committed to protecting your information. Again, we sincerely apologize for any impact caused by this incident. We will continue to monitor the incident and advise you of any updates as may be necessary.

Sincerely,

Danielle Cooper Hall,
Human Resources Director
SURTECO Group SE