

APPENDIX

World Council of Credit Unions (“WOCCU”) is a trade association and development agency for credit unions and cooperative financial institutions, located at 5710 Mineral Point Road, Madison, WI 53705-4493. WOCCU recently concluded its investigation into an email phishing campaign that targeted five employees on or before October 30, 2020. Upon learning of the incident, WOCCU immediately took steps to secure the accounts, launched an internal investigation, and engaged a cyber security firm to assist. The investigation determined that an unauthorized person accessed five employee email accounts. The investigation was not able to determine which emails and attachments were viewed by the unauthorized person(s), or the identity of the unauthorized person(s). WOCCU therefore conducted a thorough review of the contents of the email accounts involved and, on April 15, 2021, determined that the emails or attachments potentially accessed contained the name and Social Security number of one (1) Maine resident. WOCCU is not aware of any resulting identity theft, fraud, or financial losses to consumers.

On May 10, 2021, WOCCU will mail notification letters to one (1) Maine resident via United States First-Class mail.¹ A copy of the notification letter is attached. Notice is being provided to the individuals as soon as possible and without delay.

WOCCU is offering the eligible Maine resident to a complimentary one-year membership in credit monitoring and identity theft protection services through Kroll. Eligible individuals may enroll in the credit monitoring services online or via phone, instructions for which are provided in the notification letter. Eligible individuals are not asked or required to waive any right of private action as a condition of accepting the credit monitoring services. The notification letter provides a toll-free number to call with questions about the credit monitoring services. WOCCU is also providing a separate telephone number for individuals to call with any questions about the incident.

WOCCU takes the security of personal information very seriously and is committed to protecting personal information. To help prevent something like this from happening in the future, WOCCU is re-educating employees regarding phishing emails and enhancing its existing security measures. Please do not hesitate to contact me if you have any questions regarding this matter.

¹ This notice does not waive WOCCU’s objection that Maine lacks personal jurisdiction over WOCCU regarding any claims related to this incident.