

**Computer Information Concepts**

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

July 15, 2021



G6058-L01-0012062 T00030 P003 *****ALL FOR AADC 640



Notice of Data Security Incident

Dear

We are writing to inform you of a data security incident experienced by Computer Information Concepts, Inc. ("CIC") that may have impacted your name and Social Security number, from a file provided to CIC by your past or present employer for a payroll software conversion. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information and the resources we are making available to help you.

What happened:

On March 16, 2021, we suffered a cyberattack that encrypted files and disrupted access to our systems. We engaged independent computer forensic experts to help us determine what occurred, and whether any information was at risk. On June 1, 2021, the investigation determined that an unauthorized individual may have accessed a file containing a limited amount of your personal information. Although we have no evidence that your information was misused, we wanted to let you know about this incident out of an abundance of caution.

What information was impacted:

From our review, it appears a file containing your name and Social Security number may have been accessed during the incident.

What we are doing:

We want to assure you that we are taking steps to prevent this kind of event from happening in the future. We completely restored our environment from clean backups, implemented a global password reset, disabled remote access, required secure VPN for all remote connections, implemented stronger password authentication, deployed active 24/7 threat hunting and monitoring software tools, which is monitored 24/7 by both CIC and an outside certified digital forensics and incident response company. We are also in the process of implementing multi-factor authentication and will be retraining our employees on recognizing and responding to suspicious computer activity. We continue to investigate additional security controls that we can implement to enhance the security of our network and protect data.

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In addition, we are offering identity theft protection services through Experian's® IdentityWorksSM at no cost to you. This product provides you with access to robust protection and support to help you protect your personal information. A description of services and instructions on how to enroll are below and enclosed.

What you can do:

We encourage you to activate your membership and start monitoring your personal information. Please note, that you must complete the enrollment process yourself as we are not permitted to enroll you in their services on your behalf. For instructions on signing-up, please follow the steps below:

- Ensure that you **enroll by: October 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**:

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (844) 866-3863 by **October 31, 2021**. Be prepared to provide engagement number **B013413** as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your 12 months Experian IdentityWorks Membership:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

While we believe it unlikely your information could be misused, it is always a good idea to review and monitor your online accounts and credit card and bank statements, and immediately report any suspicious activity.

For more information:

If you have any questions or concerns, please call (844) 866-3863 Monday through Friday from 8 am – 10 pm Mountain Time and Saturday and Sunday from 10 am – 7 pm Mountain Time (exclusive of US holidays). Trust is a top priority for CIC, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

Computer Information Concepts, Inc.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions



U.S. State Notification Requirements

For residents of Hawaii, Michigan, Missouri, New Mexico, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Colorado, Illinois, Iowa, Maryland, Missouri, New Mexico, North Carolina, Oregon, Washington, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 105139
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800
www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Colorado, Maryland, Illinois, North Carolina, and Rhode Island:

You can obtain information from the Maryland, North Carolina, and Rhode Island Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Attorney General

Consumer Protection Div.
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Attorney General

Consumer Protection Div.
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Rhode Island Attorney General

Consumer Protection Div.
150 South Main Street
Providence, RI 02903
(401) 274-4400
www.riag ri gov

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue,
NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.identityTheft.gov

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via each credit bureau's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below. As of September 21, 2018, fraud alerts will now last one year, instead of 90 days. Fraud alerts will continue to be free and identity theft victims can still get extended fraud alerts for seven years.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, each credit reporting agency has a dedicated web page for security freezes and fraud alerts or you can request a freeze by phone or by mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request may also require a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Effective September 21, 2018, placing a freeze on your credit report is now free for all United States citizens.

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://www.experian.com/freeze>

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.