

## Letter : US [HAS BENEFICIARIES]



607 CHRISLEA ROAD  
WOODBIDGE, ON L4L 8A3

June 20, 2023

000006



USA

Dear [REDACTED],

Soroc Technology Inc. ("Soroc") takes the privacy and security of personal information very seriously. We are writing to let you know about a cybersecurity incident we recently identified and addressed that may have involved some of your personal information. This notice explains the incident, the measures we have taken in response, and the steps you may consider taking to help protect your information.

### What Happened

On May 14, 2023, Soroc was subject to a ransomware incident on its internal IT systems. In response, we immediately took steps to end any further intrusion, launched an investigation, and engaged leading cybersecurity experts to assist. Law enforcement is also aware of this incident. Our investigation determined that the unauthorized third party gained access to certain systems within the Soroc environment at various times between approximately May 12 to May 14, 2023. During this time, the unauthorized third party gained access to and copied some data, including personal information of certain Soroc employees, contractors, former employees and former contractors.

### What Information Was Involved

Based on the investigation, the following personal information of employees, contractors, former employees, and former contractors may have been compromised: name, address, telephone number, e-mail address, date of birth, employment-related dates (hire, probation, etc.), pay-related information, SSN number, bank account information, and government issued identification (such as a passport or driver's license). The personal information of other individuals provided to Soroc in connection with your employment benefits may have also been compromised. These individuals are [REDACTED].

[REDACTED]. This information may have included the beneficiary's name, address, date of birth, SSN number, and their relationship to you. Soroc has contacted adult beneficiaries directly about this incident at their last known address. Nevertheless, Soroc encourages you to provide a copy of this letter to your adult beneficiaries and closely monitor the financial and credit accounts belonging to any minor beneficiaries.

If you were eligible for and enrolled in a Soroc group benefits or insurance plan, and included one or more minor dependents or beneficiaries in that plan, the following information about your beneficiaries or dependents may also have been compromised: name, address, date of birth, relationship to the Soroc employee or contractor, and SSN number.

## Letter : US [HAS BENEFICIARIES]



607 CHRISLEA ROAD  
WOODBURG, ON L4L 8A3  
TELEPHONE: 905-265-8000  
FACSIMILE: 905-265-8024

### What We are Doing

Upon learning of the incident, Soroc quickly took steps to secure our systems and mitigate the impact to data. Leading cybersecurity experts were immediately engaged to assist Soroc in dealing with the incident, including closing any outside access, investigating any unauthorized access, and strengthening our overall cybersecurity posture.

Soroc has arranged for 24 months of access to an identity theft and credit monitoring solution from TransUnion at no cost to you. Through this service, you will be able to receive regular alerts to notify you if there are significant changes to your credit report.

To activate your subscription, visit <https://secure.identityforce.com/benefit/soroctechnologiesinc>

You will be prompted to enter the following activation code(s):

**ABDC-1234-EFGH-US6**

Please ensure that you redeem your activation code(s) before 10/15/2023 to take advantage of the service.

If you are aware of a minor beneficiary that may have been impacted by this incident, they may be eligible for some identity theft solutions at no cost to you. Please call the TransUnion call center toll-free at 1-833-686-0290 to learn more.

In order to protect against fraudulent access to credit report information, you will be subject to a verification and authentication process. You will need to provide personal information such as date of birth, address and phone number to be successfully authenticated.

Should you have any questions or concerns about the protections available to you, or any issues with registration, you can get additional information and assistance by calling the TransUnion call center toll-free at 1-877-694-3367.

We encourage you to register for the TransUnion service. It is also a best practice to:

- Monitor your financial accounts and credit reports regularly. If you see anything you do not understand or that looks suspicious, contact your financial institution.
- Create strong passwords for online accounts and change them regularly.
- Be cautious of unsolicited communications in any form (phone call, email, etc.) that ask for your personal information or refer you to a web page asking for personal information.
- Avoid clicking on links or downloading attachments from suspicious emails or text messages.

**Letter : US [HAS BENEFICIARIES]**



607 CHRISLEA ROAD  
WOODBRIDGE, ON L4L 8A3  
TELEPHONE: 905-265-8000  
FACSIMILE: 905-265-8024



You may also contact one of the other two major credit bureaus using the information below to place a fraud alert on your credit file. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts.

**Experian:**

[experian.com/help](http://experian.com/help) or 1-888-397-3742

**Equifax:**

[www.equifax.com/personal/help/help-contact-equifax/](http://www.equifax.com/personal/help/help-contact-equifax/) or 1-866-640-2273

If you learn that your personal information has been misused, please notify us at the toll-free number below, and visit the Federal Trade Commission's website at [IdentityTheft.gov](http://IdentityTheft.gov) to report the identity theft and get recovery steps. More information about steps you can take to protect yourself from identity theft can also be found at [IdentityTheft.gov/databreach](http://IdentityTheft.gov/databreach), or you may contact the FTC at 1-877-ID-THEFT (877-438-4338).

We recognize that this is unsettling news, and we can assure you that Soroc takes protection of personal information seriously. We deeply regret this has occurred and are committed to work with our cybersecurity experts to determine how this incident occurred and how we can further strengthen our IT protections going forward. In the meantime, I encourage you to sign up for the credit monitoring offered following the direction provided.

If you have any questions or concerns, please contact the toll-free help center at 1-833-686-0290.

Regards,

A handwritten signature in black ink, appearing to read 'Lou Faustini'.

Lou Faustini  
Chief Executive Officer