

Appendix

On July 3, 2023, Serco, Inc. (“Serco”) was made aware that our third-party benefits administration provider, CBIZ, Inc. (“CBIZ”), experienced a ransomware attack and data breach involving their MOVEit file transfer platform. This incident was associated with the exploit of a critical security vulnerability in MOVEit Transfer, a tool used by enterprises to share large files over the internet. We understand from CBIZ that the incident began in May 2023 and CBIZ took steps to mitigate the incident on June 5, 2023. To be clear, the incident did not take place on or impact Serco’s computer systems. After being notified by CBIZ of the data breach, we promptly began an investigation and took action to address the incident with CBIZ. Our Information Security team is actively working with CBIZ to investigate the extent of the incident and to ensure that CBIZ has implemented necessary security measures to prevent similar occurrences in the future. CBIZ has informed us that a cybersecurity firm has been engaged to investigate the scope of the incident and that the investigation is ongoing. On August 1, 2023, Serco notified 39 residents of Maine of the incident in accordance with Maine Rev. Stat. Ann § 1348(1). We enclose a copy of the notification letter. To date, we have no evidence to suggest that any other personal information was involved or that the affected personal information has been misused in any way. Serco is offering affected individuals complimentary identity theft protection and credit monitoring services. Also, Serco has provided affected individuals with a phone number to call with any questions they may have regarding the data security incident.