METROPOLITAN

<<Member First Name>> <<Member Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

Dear <<Member First Name>> <<Member Last Name>>,

We are writing to inform you of a recent computer security incident at The Metropolitan Companies, Inc., (which include: Metropolitan Interpreters and Translators, Inc., Metlang LLC, Metropolitan Hospitality, Inc., CTI Metropolitan LLC, and Metropolitan Temporaries) that may have resulted in the disclosure of your personal information. Metropolitan Companies provides staffing resources for various organizations, and may have obtained your information if you were employed by or submitted an application for employment to Metropolitan Companies.

We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. At this time, we are not aware of any misuse of your information.

What Happened?

On April 21, 2014, our IT department discovered that an unauthorized third party may have accessed our computer systems and potentially removed documents. As soon as we discovered this situation, we removed all access to the systems, and engaged outside data forensics experts to conduct an extensive investigation. Through a complex review process, we determined that information, including your name, address, phone number, email address, Social Security number, date of birth, past education and work history, and certain financial information may have been accessed without authorization. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

We want to assure you that we have taken extensive measures to strengthen our IT security and prevent this type of event from happening again. This includes increasing firewall protections, enhancing threat detection and monitoring capabilities, and improving other data security measures.

What Are We Doing To Protect You?

Although we are unaware of any misuse of your information, as an added precaution, we have secured the services of Kroll to **provide identity theft protection at no cost to you for one year.** Your identity theft protection services include **Credit Monitoring** and **Identity Theft Consultation and Restoration**. Please note that in order to activate your services you will need to follow the instructions in the section below titled, *"How to Take Advantage of Your Identity Theft Protection Services."* Additional information describing your services is included with this letter.

Your letter is continued on the next page ...

How to Take Advantage of Your Identity Theft Protection Services

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide your membership number.

kroll.idMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

Membership Number: <<Member ID>>

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, **Call 1-855-781-0033**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

To receive credit monitoring, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?

For assistance with any questions, you can call **1-855-781-0033**, from 8 a.m. to 5 p.m. Central Time, Monday through Friday. Kroll's Licensed Investigators are standing by to answer your questions or help you with concerns you may have. Please have your membership number ready.

We sincerely regret any inconvenience or concern that this matter may cause you, and remain dedicated to protecting your information.

Sincerely,

Steven M. Herfield
President and CEO

P.S. Remember, safeguards for your personal data security are available at no cost to you. To enroll:

1. **Visit kroll.idMonitoringService.com** and follow the online instructions to take advantage of your identity theft protection services.
2. **Call 1-855-781-0033** if you have an identity theft issue or if you have any questions. Kroll's Licensed Investigators are ready to help you.

Kroll.

Take Advantage of Your Identity Theft Protection Services

You've been provided with access to services from Kroll, a global leader in risk mitigation. Over the past 14 years, Kroll has provided data breach response services for cases impacting more than 100 million individuals including personal consultation to more than 180,000 consumers and worked some 8,000 confirmed identity theft cases. When you need assistance, rest assured that your services are backed by an expert team who can answer any question you may have.

The following services are included in your **Credit Monitoring** package:

Kroll employs a team of experienced licensed investigators to provide you with expert, one-on-one assistance:

Consultation: You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes best practice tips to assist in ongoing protection, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Restoration: Kroll's restoration services are the most comprehensive of any provider. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more ... to resolve it.

Credit Monitoring: Credit monitoring can be a key tool in detecting early warning signs of identity theft. You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft. You'll also receive "no activity" notices if there have been no changes to your data.

How to Take Advantage of Your Identity Theft Protection Services

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide the membership number included with the accompanying letter.

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, call Kroll at the toll-free number provided in the accompanying letter, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

Kroll.idMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

State Notification Requirements

All States.
You may obtain a copy of your credit report or request information on how to place a fraud alert or security freeze by contacting any of the national credit bureaus below. It is recommended 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.

Equifax	**Experian**	**TransUnion**
P.O. Box 740241	P.O. Box 2104	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com

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 Massachusetts and West Virginia.
You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above.
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, you may be able to use an online process, an automated telephone line or a written request. 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 must also include 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. The consumer reporting agency may charge a fee of up to $5.00 to place a freeze or lift or remove a freeze and free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

For residents of Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, 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.

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 Illinois, Maryland and North Carolina.
You can obtain information from the Federal Trade Commission, and for residents of Maryland and North Carolina, from your respective state Office of the Attorney General, about steps you can take toward preventing identity theft.

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft/

Maryland Office of
the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Office of
the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com