



October 16, 2015

[First Name] [Last Name]
[Address]
[City], [State] [Zip code]

Dear [First name] [Last name]:

Millers Mutual Group (“Millers”) is deeply committed to protecting the security and confidentiality of all of the personal information we receive. Regrettably, we are writing to inform you about an incident that may involve some of your information.

In the past, you brought a claim against a company that was insured by Millers. On September 23, 2015, we learned that some of your claim information, which had been stored on servers used by our claims software vendor (“vendor”), was accessed by an unauthorized individual. The vendor maintained this claims information off-site, without Millers’ knowledge or permission. Upon learning of this incident, we immediately began an investigation in cooperation with our vendor, and the incident was reported to law enforcement. Our investigation determined that the claims information stored on the server used by our vendor included your name, address, date of birth, and Social Security number.

The unauthorized individual who accessed the information has been cooperating with law enforcement in its investigation. The individual has also executed a sworn statement confirming that he has not shared the data with anyone else or otherwise misused the data. He also turned over his only copy of the data to law enforcement for secure removal of the information. In addition, a third party forensic investigator engaged by our vendor found no evidence that anyone, other than the known unauthorized individual, accessed the data. Although we have no reason to believe that your information will be used inappropriately, we are notifying you about this incident out of an abundance of caution.

We recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your account statements for any unauthorized activity. Additionally, we are offering you a complimentary one-year membership of Experian’s® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

We regret any inconvenience or concern this may have caused. To help prevent this from happening again, we are working with our vendors to enhance existing security measures and to help ensure that appropriate measures are taken before any data is removed from our facility. If you have any questions, please call (800) 745-4555, Monday through Friday between the hours of 9 a.m. and 4 p.m. Eastern time.

Sincerely,

A handwritten signature in cursive script, appearing to read "Timothy Kirk".

Timothy Kirk
Vice President, Claims

ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: **January 16, 2016** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Web Site:** www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: **[code]**

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: **PC97072**

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	Experian	TransUnion
PO Box 740241	PO Box 9554	PO Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 92834
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

*Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.