



5 Broad Street • PO Box 400 • Branchville, NJ 07826-0400  
Tel: 973-948-8800 • Fax: 973-948-7190 • www.FMIweb.com

The Franklin Mutual Insurance Company FMI Inc. FMI Insurance Company POM Insurance Company

<<Date>>

<<Insert Recipient's Name>>

<<Insert Address>>

<<Insert City, State, Zip>>

<<Email>>

## Notice of Data Breach

Dear <<Insert Recipient's Name>>:

The Franklin Mutual Insurance Group ("FMI") takes the security and privacy of information in its care seriously. This letter is to inform you about a ransomware and data security incident at FMI, which has impacted your personal information. Although we have no indication of identity theft or fraud in relation to this incident, we are providing you with information about the incident, our response, and additional measures you can take to help protect your information, should you feel it appropriate to do so.

### **What Happened**

FMI has learned that on or about March 11, 2023, an unknown third party remotely accessed and acquired, without authorization, your personal information contained on certain FMI computer systems.

### **What Information Was Involved**

FMI has been investigating this data security incident, which has included working with cybersecurity advisors, determining the scope of the incident, and reviewing the data potentially involved in the incident. Through that work, FMI recently determined that the perpetrators downloaded materials that included your name and <<data elements>>. The perpetrators have posted this information on a website that they maintain. FMI is not aware of any identity theft or fraud in relation to this incident.

### **What We Are Doing**

FMI immediately launched an investigation into this matter. FMI also reported the incident to the Federal Bureau of Investigation and the Secret Service. In addition, FMI promptly terminated the unauthorized access, assessed the security of its systems, and took actions to prevent a similar incident from occurring in the future, including security enhancements and employee trainings. Upon discovering that your information was accessed and acquired, FMI is making this notification to you.

**What You Can Do**

You should remain vigilant by reviewing account statements and monitoring free credit reports. Immediately report any suspicious activity. You may also contact the Federal Trade Commission (“FTC”) and the national consumer reporting agencies for more information on fraud alerts, security freezes, and other steps you can take to avoid identity theft. Additional information, including contact information, is provided in the insert labeled “Steps You Can Take to Protect Personal Information.”

**For More Information**

We fully appreciate the importance of protecting your personal information, and we apologize for any inconvenience this incident may cause. If you have any questions, please contact our Customer Care department at 1 800 336 3642.

Sincerely,

Franklin Mutual Insurance Group

## Steps You Can Take to Protect Personal Information

**1. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major consumer reporting agencies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four (4) months.

You should also know that you can report suspected incidents of identity theft to local law enforcement, your state's attorney general, and the Federal Trade Commission.

**2. Place Fraud Alerts** with the three consumer reporting agencies. You can place a fraud alert at one of the three major consumer reporting agencies by phone and also via Experian's or Equifax'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 agencies is as follows:

### Consumer Reporting Agencies

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these agencies and use only ONE of these methods. As soon as one of the three agencies confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**3. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. There is no cost to freeze or unfreeze your credit files.

If you wish to place a security freeze on your credit file, you must separately place a security freeze on your credit file at each consumer reporting agency. In order to place a security freeze, you may need to provide the following information: (1) Full name (including middle initial as well as Jr., Sr., II, III, etc.); (2) Social Security Number; (3) Date of birth; (4) Addresses for the prior five years; (5) Proof of current address; and (6) A legible copy of a government issued identification card. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze.

Please contact any of the three major consumer reporting agencies listed above for details on what information each company requires and to place the freeze.

**4. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. Although we are not aware of any identity theft or fraud as a result of this incident, the

Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

**Maryland Residents:** the Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

**New York Residents:** the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.