



2101 S IH 35 Frontage Road  
Suite 414  
Austin, Texas 78741

[Date]  
[Client Name]  
[Client Address]  
[City, State, ZIP]

## NOTICE OF SAVEDAY SECURITY INCIDENT

Dear [Client Name]:

SaveDay was recently made aware of a data vulnerability that occurred with one of our technology vendors, Söoryen Technologies. This vulnerability was brief and quickly corrected, however it created the possibility for personally identifiable information of SaveDay clients, participants, and their beneficiaries to potential exposure.

These vulnerabilities occur all too often in the ever changing world of technology. However common these instances may have become, we do not look at them with the smallest degree of acceptance. We value our relationship with you and are providing this notice to outline what we are doing to guard your information and offer some steps you may take to help protect yourself.

### WHAT HAPPENED

On July 5, 2019, SaveDay and our technology vendor were notified that Söoryen Technologies experienced a potential data exposure that included the information of SaveDay clients and participants. This notification came from a cyber security researcher, who informed both companies about the integrity of the data. The potential exposure involved a new performance test site set up on Amazon Web Services; not the corporate SaveDay site. You are receiving this notice because we determined that your records may be among those that could have been accessed without authorization.

### WHAT INFORMATION WAS INVOLVED

The information that may have been viewed or acquired includes your name, address, date of birth, social security number, telephone number and email address.

### WHAT WE ARE DOING

Within minutes of finding out about the breach, immediate action was taken to resolve the situation, including Söoryen Technologies immediately removing the test site. To date we have not seen any suspicious activity and we will continue to monitor your SaveDay account. We are also taking every appropriate action to notify all relevant regulatory agencies.

To guard against future data exposures we are continuing to work with cybersecurity experts to implement specific steps to safeguard against unauthorized access; this includes implementing new security measures, undergoing additional testing of our technology partners, and conducting more rigorous testing of all future system updates. We are also evaluating additional measures to further enhance protocols for the protection of your personal information and accounts.

To assist you in protecting yourself against identity theft, we are looking into offering credit monitoring services at no charge to you. Details will be forthcoming and made available on this webpage: <https://www.saveday.com/security-incident-2019/>.

### WHAT YOU CAN DO

As always, we recommend you be on the alert for suspicious activity related to your financial accounts and credit reports. We encourage you to regularly monitor your statements and records to ensure there are no transactions or other activities that you did not initiate or authorize. You should report any suspicious activity to the police, and your financial advisor or the appropriate service provider.



## FOR MORE INFORMATION

Please know that we are committed (including the entire SaveDay team) to regaining your trust and confidence by helping you protect your personal information. We sincerely apologize for any concern this event may have caused.

If you have further questions regarding this matter, please contact us at [saveday@saveday.com](mailto:saveday@saveday.com) or (401) 213-9929, Monday-Friday between 9:00 a.m. to 5:00 p.m. Eastern.

Sincerely,

Barry Milone  
CEO, SaveDay, Inc.

## ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

### PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE

An initial 90-day security alert indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

Equifax 1-800-525-6285 [www.equifax.com](http://www.equifax.com)

Experian 1-888-397-3742 [www.experian.com](http://www.experian.com)

TransUnion 1-800-680-7289 [www.transunion.com](http://www.transunion.com)

### PLACE A SECURITY FREEZE ON YOUR CREDIT FILE

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies. The cost of placing, temporarily lifting, and removing a security freeze varies by state, generally \$5 to \$20 per action at each credit reporting company.

### ORDER YOUR FREE ANNUAL CREDIT REPORTS

Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

### USE TOOLS FROM CREDIT PROVIDERS

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

### OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 866-653-4261. They also provide information on-line at [identitytheft.gov](http://identitytheft.gov)