



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

June 10, 2020

F5950-L04-0000004 P001 T00001 *****MIXED AADC 159



SAMPLE A SAMPLE - L04 REST OF US
APT 123
123 ANY ST
ANYTOWN, US 12345-6789



Re: Notice of Data Breach

Dear Sample,

We recently informed you of an incident affecting DMI and are sending this letter to provide you with an update regarding your personal information. Please read this letter carefully and contact us with any questions.

WHAT HAPPENED

We recently discovered a security incident affecting some of our systems. We immediately took all systems offline, retained third-party cybersecurity experts to aid in our investigation, contacted law enforcement, and worked to safely restore systems in a manner that protected the security of information on our systems.

Our investigation identified evidence of unauthorized access to our corporate systems supporting US and Canadian operations. We do not know if sensitive personal information held on our affected systems was accessed, which is why out of an abundance of caution we are informing you of this matter.

WHAT INFORMATION WAS INVOLVED

The information contained in the compromised systems may include:



WHAT WE ARE DOING

As a precautionary measure, we are offering you free credit monitoring services through Experian's® IdentityWorksSM for a period of one year. This product provides you with daily monitoring of your credit report from Experian, internet surveillance, and identity restoration assistance. To activate your membership and start enrollment in the complimentary monitoring service, please follow the steps below:

- Ensure that you **enroll by: 9/30/2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 866-578-5413 by **9/30/2020**. Please be prepared to provide engagement number **ENGAGE#** as proof of eligibility for the identity restoration services by Experian.

WHAT YOU CAN DO

In addition to signing up for the complimentary monitoring service, to protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any of the toll-free numbers of the credit reporting agencies provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three credit bureaus.

You have the right to place a security freeze on your credit report, which will prohibit a credit reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services.

To place a fraud alert or security freeze on your credit file, contact each credit reporting agency directly:

Equifax®

PO Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian®

PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion®

PO Box 1000
Chester, PA 19016
1-800-680-7289
www.transunion.com

When you place any type of fraud alert on your credit file, the credit reporting agencies will send you a free copy of your credit report. Look for accounts that are not yours, debts you do not owe, or any other inaccuracies (e.g., wrong social security number or home address). If you find an error, contact the credit reporting agency directly. By law, that credit reporting agency must investigate and respond.

The Federal Trade Commission ("FTC") also recommends regularly reviewing statements from your accounts and periodically obtaining your credit report from one or more national credit reporting agencies.

You may obtain a free copy of your credit report online at www.annualcreditreport.com or by calling toll-free 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.) The FTC provides an identity theft hotline: 1-877-438-4338; TTY: 1-866-653-4261. The FTC also provides information online at www.ftc.gov/idtheft. For Mail: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, www.ncdoj.gov.

For any accounts you maintain, security experts recommend implementing multi-factor authentication, where offered. If you are a participant in the DMI 401(k) plan administered by Fidelity, for example, you can implement multi-factor authentication through the Fidelity account settings. If you have any questions about your DMI 401(k) account, please contact Fidelity at 1-800-835-5097 or log into your account to make changes at www.401k.com.

ADDITIONAL DETAILS REGARDING THE EXPERIAN IDENTITYWORKS PRODUCT

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 866-578-5413. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.



We deeply regret that this incident happened and any concern that this situation has caused. This notification was not delayed due to a law enforcement investigation. We take this situation seriously and have taken and continue to take steps designed to prevent this type of incident from happening in the future.

FOR MORE INFORMATION

If you have questions or concerns, please contact the dedicated call center for our personnel provided by Experian at 866-578-5413 between the hours of 9:00 AM to 11:00 PM EDT, Monday through Friday, and 11:00 AM to 8:00 PM EDT, Saturday and Sunday.

Sincerely,
Molly Mays
Vice President of Global Employee Resources and Talent Acquisition

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.