



September 10, 2020

[Name]
[Street Address]
[City, State, Zip Code]

RE: Notice of Data Incident

Dear [Name]:

We write to inform you of a recent incident that may affect the privacy of some of your information. On Thursday, July 16, 2020, Bok Tower Gardens received notification from one of our third-party vendors, Blackbaud, Inc., of a cyber-incident. Blackbaud is a highly respected cloud-computing provider that offers customer relationship management and financial services tools to thousands of organizations nationwide, including Bok Tower Gardens. Upon receiving notice of the cyber incident, we immediately commenced an investigation to better understand the nature and scope of the incident and any impact to data collected by us in the course of our relationship with you. This notice provides information about the Blackbaud incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it is necessary to do so.

What Happened?

Blackbaud reported that, in May 2020, it experienced a ransomware incident that resulted in encryption of certain Blackbaud systems. Blackbaud reported the incident to law enforcement and worked with forensic investigators to determine the nature and scope of the incident. Following its investigation, Blackbaud notified its customers that an unknown actor may have accessed or acquired certain Blackbaud customer data. Blackbaud reported that the data was exfiltrated by the threat actor at some point before Blackbaud locked the threat actor out of the environment on May 20, 2020.

What Information Was Involved?

Upon learning of the Blackbaud incident, Bok Tower Gardens immediately commenced an investigation to determine what, if any, sensitive data relating to our constituents was potentially involved. This investigation included working diligently to gather further information from Blackbaud to understand the scope of the incident. On August 18, 2020, Bok Tower Gardens determined from its communications with Blackbaud that the information potentially affected by the Blackbaud incident may have contained personal information. Using the information Blackbaud provided, Bok Tower Gardens reviewed the potentially impacted data and confirmed, on August 26, 2020, that the involved Blackbaud systems contained your name and [data elements]. Please note that, to date, we have not received confirmation from Blackbaud that your specific information was accessed or acquired by the unknown actor.

What We Are Doing.

The confidentiality, privacy, and security of information in our care are among our highest priorities, and we take this incident very seriously. As part of our ongoing commitment to the security of information in our

care, we are working to review our existing policies and procedures as they pertain to third-party vendors, and are working with Blackbaud to evaluate additional measures and safeguards to better protect against this type of incident in the future.

What You Can Do.

We encourage you to review the enclosed *Steps You Can Take to Help Protect Your Information*. There, you will find general information on what you can do to help protect your personal information.

For More Information.

We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call Melissa Tyrone, Director of Philanthropy & Membership at (863) 734-1213. You may also write to us at 1151 Tower Boulevard, Lake Wales, FL 33853.

We are deeply grateful for your support and sincerely regret any inconvenience or concern this incident may cause.

Sincerely,

A handwritten signature in black ink, appearing to read "David Price". The signature is fluid and cursive, with a large initial "D" and "P".

David Price, President/CEO

Enclosure: Steps You Can Take to Help Protect Your Information

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

MONITOR ACCOUNTS

In general, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer 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 using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

EXPERIAN

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TRANSUNION

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

EQUIFAX

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

EXPERIAN

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TRANSUNION

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

EQUIFAX

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

ADDITIONAL INFORMATION

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, the Federal Trade Commission, and your state Attorney General. This notice has not been delayed by a law enforcement investigation.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-410-528-8662, www.oag.state.md.us.

For 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/>.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6000, www.ncdoj.gov. You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.