The Bostwick-Braun Company

February 3, 2021

«F_Name» «L_Name»
«Address» «M_2nd_address»
«City», «State» «Zip»

Dear: «F_Name» «L_Name»:

We are writing to inform you of a data security incident involving The Bostwick-Braun Company ("TBBC") that may have resulted in the unauthorized access to some of your personal information. TBBC takes the security of your personal information very seriously, and we sincerely apologize for any inconvenience this incident may cause. This letter contains information about the incident and steps you can take to protect your information.

On September 4, 2020 TBBC discovered that an unauthorized user had gained access to its network. Upon discovery of the unauthorized access, TBBC immediately engaged a third party professional cybersecurity forensics team to investigate the incident and determine the scope and extent of the unauthorized access and determine whether any sensitive information was compromised.

The forensics investigation discovered that the unauthorized individual may have had access to some of your Personally Identifiable Information ("PII"). The data potentially accessed includes your first and last name in combination with one or more of the following attributes: Name, Address, Date of Birth, Social Security Number, Protected Health Information, or Financial Account Information.

At this time, there is no evidence that any information has been misused as a result of this incident. However, to help relieve concerns and restore confidence following this incident, we have secured the services of CyberScout to provide identity monitoring services, at no cost to you, for twelve (12) months.

The Bostwick-Braun Company is providing you with access to the following services:

CyberScout representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 5:00 pm Eastern time, Monday through Friday. Please call the CyberScout help line 1-800-405-6108 and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described below is required.

Additionally, we are providing you with access to **Single Bureau Credit Monitoring*** services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your Experian credit file. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you because a victim of identity theft.

**How do I enroll for the free services?**

To enroll in Credit Monitoring* services at no charge, please log on to **https://www.myidmanager.com** and follow the instructions provided. When prompted please provide the following unique code to receive services: **«Enrollment_Code» .** In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

For guidance with the CyberScout services, or to obtain additional information about these services during or after enrollment, please call the CyberScout help line 1-800-405-6108 and supply the fraud specialist with your unique code. Representatives are available to assist you from 8:00 am to 5:00 pm Eastern time, Monday through Friday.

**What can I do on my own to address this situation?**

CyberScout has been retained to help you with any questions or problems you may encounter, including assisting you with obtaining a credit report and placing fraud alerts. If you choose not to use these services, we strongly urge you to do the following:

**If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:**

| | | |
|---|---|---|
| **Experian (1-888-397-3742)** | **Equifax (1-800-525-6285)** | **TransUnion (1-800-680-7289)** |
| **P.O. Box 4500** | **P.O. Box 740241** | **P.O. Box 2000** |
| **Allen, TX 75013** | **Atlanta, GA 30374** | **Chester, PA 19016** |
| www.experian.com | www.equifax.com | www.transunion.com |

**Also, should you wish to obtain a credit report and monitor it on your own:**

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report,** we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to The Bostwick-Braun Company or CyberScout

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

We take the security of all information in our control very seriously, and are taking steps to prevent a similar event from occurring in the future, including but not limited to updating and installing enhanced security measures and implementing tenant wide password changes.

We sincerely regret any inconvenience that this matter may cause you and remain dedicated to maintaining the security and protection of your information. We encourage you to remain vigilant and review the enclosed addendum outlining additional steps you can take to protect your personal information. If you have any questions or want to enroll in the complimentary identify monitoring services, please call <<call center toll-free phone number>> Monday through Friday, <<hours and time zone>>.

Sincerely,

*Mark C. Christie*

Mark C. Christie
President | CEO
The Bostwick-Braun Company

## ***Additional Important Information***

**For residents of *Hawaii, Michigan, Missouri, Virginia, Vermont,* and *North Carolina*:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**For residents of *Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon,* and *West Virginia*:**
It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at https://www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**For residents of *Iowa*:**
State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of *Oregon*:**
State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

***For residents of Arizona, Colorado, Maryland, Rhode Island, Illinois, New York, and North Carolina:***
You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.
**Maryland Office of the Attorney General** Consumer Protection Division 200, St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us
**Rhode Island Office of the Attorney General** Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 www.riag.ri.gov
**North Carolina Office of the Attorney General** Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com
**Federal Trade Commission** Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft
**New York Office of Attorney General** Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 https://ag.ny.gov/consumer-frauds/identity-theft
**Colorado Office of the Attorney General** Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 www.coag.gov
**Arizona Office of the Attorney General** Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025
**Illinois Office of the Attorney General** Consumer Protection Division 100 W Randolph St., Chicago, IL 60601 1-800-243-0618 www.illinoisattorneygeneral.gov

**For residents of *Massachusetts*:** It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

**For residents of District of Columbia:** Office of Consumer Protection, 400 6th Street, NW, Washington, DC 20001 (202) 442-9828 https://oag.dc.gov/consumer-protection

**For residents of all states:**
**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);TransUnion (https://www.transunion.com/fraud-alerts); or Experian (https://www.experian.com/fraud/center.html). 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or

remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**
P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

**Experian Security Freeze**
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

**TransUnion (FVAD)**
P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.