



<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Date>> (Format: Month Day, Year)  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<ZipCode>>

## Notice of Data Breach

Dear <<MemberFirstName>> <<MemberLastName>>,

Since 1878, Catholic United Financial has been your trusted partner in helping you manage your personal finances and in contributing to the financial well-being of our Catholic communities. We have earned your trust in those 139 years. It is with that in mind that we are letting you know that third-party criminal activity may have allowed unauthorized access to some of our members' personal information. While the finances of our Association were never at risk, some member personal information may have been compromised. Within one day of our becoming aware that such an incident may have occurred, we took action to completely shut down our website, thus closing off any future attempts at such illegal activity. We also immediately hired an outside forensic team to investigate what may have occurred and the member data that may have been accessed. We are now restoring our website with even-more enhanced security measures and programming. I want you to know that we take our responsibilities as your financial partner extremely seriously, and our response to this incident will demonstrate our strong commitment to our members. Please read the notice below; we look forward to assisting you as we respond to this intrusive action.

## What happened?

On September 6, 2017, Catholic United Financial became suspicious that there may have been an intrusion on its web server and was concerned that such an intrusion may have led to the unauthorized access to personally identifiable information of Catholic United Financial's members. On that same day, Catholic United Financial hired outside forensic investigators to assess the situation and determine whether such an intrusion had occurred. Catholic United Financial immediately removed all potential access to personally identifiable information on its web server and secured the web server from any possible further intrusion.

On September 20, 2017, the forensic investigator issued its final report which concluded that Catholic United Financial's web server had been subjected to SQL injection attacks by an unknown person(s). Such attacks may have allowed unauthorized access by attackers to certain personally identifiable information of Catholic United Financial members as of November 12, 2016. We estimate that approximately 127,310 current and former members, whose on-file addresses indicate they live in a variety of locations including in your state, may have had their personal information containing Social Security numbers accessed, including approximately 7,356 deceased members. Out of an abundance of caution we are notifying all current and former members including the families of the deceased and those that did not have their Social Security numbers potentially compromised and offering all of them the identity monitoring detailed in this letter.

In response to this incident, Catholic United Financial has notified the Ramsey County, Minnesota sheriff as well as the FBI, and is cooperating in their investigations. This notice was not delayed at the request of law enforcement.

## What information was involved?

Our records indicate that member first names, last names, mailing addresses, dates of birth, email addresses, insurance policy information, and Social Security numbers were potentially accessed by unauthorized individuals. Other information, such as your beneficiary information and login credentials were not accessed.

**What we are doing.**

Catholic United Financial is hardening its security with the help of outside experts to ensure similar intrusions cannot be successful in the future. Online services are being restored only after such hardening has been completed for that service. At this time, Catholic United Financial has not yet determined its own time and cost required to rectify this situation, but is committed to providing you with the information and services stated in this letter.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit **my.idmonitoringservice.com** to activate and take advantage of your identity monitoring services.

*You have until **February 8, 2018** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-833-202-7414. Additional information describing your services is included with this letter.

**What you can do.**

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. Should you become the victim of identity theft, or if you would like more information regarding how to protect yourself from identity theft, we encourage you to visit the FTC's identity theft website at <https://www.identitytheft.gov/>.

**For more information.**

If you have questions, please call 1-833-202-7414, Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time. Please have your membership number ready.

Protecting your information is important to us. I sincerely apologize for any inconvenience this may cause you. Nothing is more important to us than our members. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,



Harald E. Borrmann

President, CEO, and Chair of the Board

Catholic United Financial

3499 Lexington Avenue North, St. Paul, Minnesota 55126

1-800-568-6670



## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies is:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111; Fraud Division: 1-800-525-6285

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213; Fraud Division: 1-800-680-7289

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://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 from the U.S. Federal Trade Commission's ("FTC") website at [www.consumerftc.gov](http://www.consumerftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. 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. You may contact any of the above credit reporting agencies or the Federal Trade Commission for more information on how to place a fraud alert.

**Security Freeze.** You have the ability 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 may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, 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. The credit reporting agencies may charge a fee to place a freeze, temporarily lift it or permanently remove it. The fee is waived if you are a victim of identity theft and have submitted a valid investigative or law enforcement report or complaint relating to the identity theft incident to the credit reporting agencies. (You must review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.) For more information on placing a security freeze, you may contact any of the above credit reporting agencies or the Federal Trade Commission.

**For Massachusetts residents:** The fee for each placement of a freeze, temporary lift of a freeze, or removal of a freeze is \$5.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island residents:** You may contact the Rhode Island Office of the Attorney General, Consumer Protection Unit, 150 South Main Street, Providence, Rhode Island 02903, <http://www.riag.gov>, [consumers@riag.ri.gov](mailto:consumers@riag.ri.gov), 1-401-274-4400.

## **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** You have the right to file or obtain a police report.



## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You've been provided with access to the following services<sup>1</sup> from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

<sup>1</sup> Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.