

<<Date>>

<<Name 1>><<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<Zip>>

**Re: Notice of Data Breach**

Dear <<Name 1>><<Name 2>>:

On behalf of Franklin Graham and Samaritan’s Purse, we are writing to inform you of a situation involving your personal information. We take the protection of your personal information very seriously. We are contacting you directly to explain the circumstances of the incident and the steps we are taking in response. We do strive to honor Christ through excellence in all that we do and apologize for any inconvenience this may cause.

**What Happened**

On August 24, 2022, our travel vendor of several decades had an unauthorized party access their system. We were able to confirm on September 2, 2022, that personal information of some of our Samaritan’s Purse travelers was accessed. Although we have no evidence that the unauthorized party downloaded or removed any of the information, out of an abundance of caution, we are providing this notice to you with information on how to protect your identity.

**What Information Was Involved**

The personal information accessed *may have included* the following: <<data elements>>.

**What We Are Doing to Protect Your Information**

Upon discovery, we worked with the affected vendor to determine how this happened, and we began to research the impacts to our travelers. We were able to verify that the vendor (1) isolated and removed the unauthorized person’s access, (2) added enhanced access controls, (3) deleted all information no longer needed to arrange travel, and (4) will no longer retain any of our travel information for more than 30 days. In addition, we reviewed our internal procedures and added more safeguards, including enhanced secure messaging.

## What You Can Do

Protecting the personal information you have entrusted to us is so very important. In an effort to help prevent misuse of your identity, we have contracted with **NortonLifeLock** to provide two (2) years of complimentary **LifeLock Defender™ Preferred** identity theft protection.

To activate your membership online and get protection at *no cost* to you:

1. In your web browser, go directly to **www.Norton.com/offers**.
2. Below the “Norton 360 Plans”, enter the **Promo Code**: <<promo code>>, and click “**APPLY**”.
3. Your complimentary offer is shown. Click “**START MEMBERSHIP**”.
4. Enter your **Member ID**: <<member id>> in the pop-up window, and click “**APPLY**”.
5. Once enrollment is complete, you will receive a confirmation email. Be sure to follow ALL directions in the email.

Alternatively, to activate your membership over the phone, please call: 1.866.425.0555.

### **You will have until January 31, 2023 to enroll in this service.**

Once you have completed the LifeLock enrollment process, the service will be in effect. Your **LifeLock Defender™ Preferred** membership includes:

- ✓ Primary Identity Alert System<sup>†</sup>
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring<sup>\*\*</sup>
- ✓ Norton<sup>™</sup> Security Deluxe<sup>2</sup> (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000<sup>††</sup>
- ✓ Personal Expense Compensation up to \$25,000<sup>††</sup>
- ✓ Coverage for Lawyers and Experts up to \$1 million<sup>††</sup>
- ✓ U.S-based Identity Restoration Team
- ✓ Annual Three-Bureau Credit Reports & Credit Scores<sup>1\*\*</sup>  
*The credit scores provided are VantageScore 3.0 credit scores based on Equifax, Experian and TransUnion respectively. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.*
- ✓ Three-Bureau Credit Monitoring<sup>1\*\*</sup>
- ✓ USPS Address Change Verification Notifications
- ✓ Fictitious Identity Monitoring
- ✓ Credit, Checking and Savings Account Activity Alerts<sup>†\*\*</sup>

We want to make sure you are aware of additional steps you may take to guard against the unauthorized use of your personal information. Please see the enclosure for additional steps you can take to protect your personal information.

**For More Information**

Once again, with our deepest regards, we apologize for this incident and regret any inconvenience it may cause. If you have any questions, please contact us at 1.833.938.1728 or [dataprivacy@samaritan.org](mailto:dataprivacy@samaritan.org). May the Lord continue to bless and keep you.

Sincerely,

Kim Genobles  
Data Privacy Officer

† LifeLock does not monitor all transactions at all businesses. No one can prevent all identity theft or cybercrime.

†† Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender Preferred. And up to \$1 million for coverage for lawyers and experts if needed. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: [LifeLock.com/legal](http://LifeLock.com/legal).

\*\* These features are not enabled upon enrollment. Member must act to get their protection.

<sup>1</sup> If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

<sup>2</sup> Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported.

/kg

Enclosure

### Additional Information

- Be on the alert for suspicious activity related to your accounts, credit report and financial products.
- If you suspect an incident of identity theft has occurred, find suspicious activity on your credit reports or have a reason to believe your information is being misused, file a police report and/or contact a major credit bureau, other local law enforcement, your state attorney general, or the Federal Trade Commission. Get a copy of any report as you may need it to clear up any fraudulent debts.
- For residents of the following states, you may contact your state attorney general's office at:
  - Maryland Office of the Attorney General, 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202, 410.528.8662, [www.oag.md.us](http://www.oag.md.us).
  - District of Columbia Office of the Attorney General, 400 Sixth Street, N.W., Washington, DC 20001, 202.727.3400, <https://oag.dc.gov/>.
  - North Carolina, Attorney General's Office, 19001 Mail Service Center, Raleigh NC 27699-9001, 1.877.566.7226, <https://ncdoj.gov/>.
  - Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, 401.274.4400, <https://riag.ri.gov/>.
- Call one of the major credit bureaus listed below to place a free fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.
- You may also want to consider placing a free credit freeze. A credit freeze means potential creditors cannot get your credit report. That makes it less likely that an identity thief can open new accounts in your name. A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it. Be aware that placing a credit 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 freeze, contact each of the major credit bureaus at the links or phone numbers below.
  - Equifax, P.O. Box 740241, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com), 1.888.378.4329
  - Experian, P.O. Box 4500, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1.888.397.3742
  - TransUnion, P.O. Box 2000 Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1.888.909.8872
- Periodically request each credit bureau to send you a free credit report. Review your credit reports for accounts and inquiries you don't recognize. These can be signs of identity theft. 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 1.877.322.8228.
- Obtain additional information about preventing identity theft, fraud alerts, and credit freezes from the Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1.877.382.4357, <https://consumer.ftc.gov/identity-theft-and-online-security/identity-theft>.
- You have rights under the Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. The FTC has published a list of primary rights created by the FCRA at [https://files.consumerfinance.gov/f/documents/bcftp\\_consumer-rights-summary\\_2018-09.pdf](https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf).