

[CLIENT LOGO]

<<Return Address>>

<<City>>, <<State>> <<ZIP>>

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<ZIP>>

<DATE>

## NOTICE OF DATA SECURITY <<INCIDENT/BREACH>>

Dear <<First Name>> <<Last Name>>,

Neste US, Inc. ("Neste") recently learned that its vendor, Paycor Inc. ("Paycor") experienced a data security incident that may have impacted some of your personal information described in more detail below. Paycor provides Neste with payroll management and human resources services. To perform these services, Paycor uses the third-party MOVEit file-transfer software to send and receive files from Neste. MOVEit recently suffered a global attack that impacted files transferred through its platform. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information and resources available to help you.

### What Happened?

On November 30, 2023, we learned from Paycor that your personal information was potentially accessed during the global MOVEit attack. Paycor, which hosts the MOVEit software on their servers, informed us that an unknown vulnerability allowed an unauthorized actor to access their MOVEit server on May 31, 2023. While we have no indication that any of your personal information has been misused, out of an abundance of caution, we wanted to let you know about this incident and provide you with resources to protect yourself. Neste's environment and systems were not impacted by this incident.

### What Information Was Involved?

Paycor informed us that your name, date of birth, and Social Security number may have been affected.

### What We Are Doing:

Immediately after identifying the unauthorized access, Paycor applied the appropriate patches provided by Progress Software Corporation ("Progress"), MOVEit's software provider, and followed their recommended steps. We are confident Paycor has taken the appropriate steps to secure its systems, and that data can once again be transferred securely using the MOVEit file-transfer service. Regardless, we have made the decision to move to another vendor and will be doing so in the near future. In addition, while we are not aware of any misuse of your information, we have arranged for you to receive 12/24 months credit monitoring and identity protection services at no cost to you.

### What You Can Do:

We are offering <<12/24>> months of complimentary credit monitoring and identity restoration services through Cyberscout. Cyberscout 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.

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We are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for <<12/24>> months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/nesteusa> and follow the instructions provided. When prompted please provide the following unique code to receive services: <CODE HERE>

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

We encourage you to take full advantage of this service offering. Cyberscout representatives have been fully versed on the event and can answer questions or concerns you may have regarding protection of your personal information. We also encourage you to vigilantly monitor your financial statements and credit reports and immediately report any suspicious activity.

**For More Information:**

If you have questions, please call <<TFN>> Monday through Friday from <<Time-Time>> <<Time Zone>> Time, excluding major U.S. holidays. Protecting your information is important to us, and we sincerely apologize for any concern this event may cause you.

Sincerely,

Neste US, Inc.

## Recommended Steps to help Protect your Information

**1. Website and Enrollment.** To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/nesteusa> and follow the instructions provided. When prompted please provide the following unique code to receive services: <unique code>

**2. Activate the credit monitoring** provided as part of your Cyberscout identity monitoring membership. **The monitoring included in the membership must be activated to be effective.** Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, Cyberscout will be able to assist you.

**3. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**4. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well.

You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**5. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**6. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.