[World Vision Logo]

34834 Weyerhaeuser Way S.  
Federal Way, WA 98063

August 27, 2020

[Recipient’s Name]  
[Address]  
[City, State, Zip]  
Account Number: [WV account number]

RE: Important Information Security Update – please read the entire letter

Dear <firstname>,

Thank you for your continued faithful support of children and families around the world through World Vision. We value your partnership and take the protection and proper use of your information very seriously. We are writing to provide an important update on our investigation into the recent Blackbaud information security breach.

**What Happened**

Blackbaud—one of the largest providers of financial and database services to nonprofit organizations—experienced an information security incident from February 7, 2020 to May 20, 2020. Blackbaud notified World Vision on July 16, 2020 that many of our donors had been impacted. We immediately notified our donors and launched our own investigation.

On July 30, our investigation determined that confidential information for a small number of World Vision donors may have been accessed.

Our investigation has also confirmed that Blackbaud, together with independent forensics and law enforcement, have exercised appropriate measures to protect your information. This included negotiation with the cybercriminals and confirmation that all stolen information was destroyed. Blackbaud has also hired experts to monitor the internet for any illegitimate use of the stolen information, and they have found no evidence that any donor information was released or used. Additional information on the incident is available on Blackbaud’s website at [blackbaud.com/securityincident](https://www.blackbaud.com/securityincident).

Based on the nature of this incident, Blackbaud’s research, and the third-party (including law enforcement) investigation, we have no reason to believe that any data was misused.

**What Information Was Involved**

After a thorough review of this data, we have confirmed that the breach did not include any credit card information. However, it may have included your bank account, Social Security, driver’s license, and/or date of birth information.

**What We Are Doing**

Blackbaud has made changes that minimize the risk of this occurring in the future. Blackbaud’s teams have identified and fixed the vulnerability associated with this incident. They have also confirmed through testing by multiple third parties that they are no longer vulnerable to this type of information security attack.

Although there is no evidence that the information has been accessed or misused, we take the security of your information very seriously. Therefore, we have decided to provide two years of credit monitoring and identity theft protection from Equifax at no cost to you.

Please call World Vision’s Donor Contact Services team directly at 1-800-531-7777. Representatives are ready to assist you by answering questions and helping you take the next step. If you’d prefer, you can also enroll in the Equifax services directly at [myservices.equifax.com/patrol](https://www.econsumer.equifax.com/otc/landing.ehtml?%5estart=&companyName=patrol) (see enclosure for more information).

**What You Can Do**

We recommend enrollment in the Equifax credit monitoring and identity theft protection services. We also recommend continued vigilance for potentially fraudulent activity, including confirming the legitimacy of emails and website links that may appear to come from World Vision or other charities. Contact your bank if you see fraudulent activity on your bank or credit card accounts.

If you have any concerns about potential fraud or impacts to your credit, you can contact the following FTC and credit reporting agencies:

* Federal Trade Commission, at IdentityTheft.gov
* Equifax, at Equifax.com/personal/credit-report-services or 1-800-685-1111
* Experian, at Experian.com/help or 1-888-397-3742
* Transunion, at TransUnion.com/credit-help or 1-888-909-8872

**For More Information**

We sincerely apologize for this incident and regret the inconvenience and concern that it has caused you. If you have any further questions or would like more information on ways to protect your information, please do not hesitate to call our Donor Contact Services team at 1-800-XXX-YYYY. We are here to serve you.

William Randolph  
Chief Information Officer  
World Vision U.S.

**Enter your Activation Code:** <*INSERT ACTIVATION CODE*>

**Enrollment Deadline:** <*INSERT DATE*>

**Product Information**

**Equifax ID Patrol® provides you with the following key features:**

* 3-Bureau credit file monitoring1 and alerts of key changes to your Equifax®, TransUnion® and Experian® credit reports
* Access to your Equifax credit report
* One Equifax 3-Bureau credit report
* Wireless alerts (available online only). Data charges may apply.
* Automatic Fraud Alerts2. With a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit (available online only).
* Credit Report Lock3 Allows users to limit access to their Equifax credit report by third parties, with certain exceptions.
* Internet Scanning4 Monitors suspicious web sites for your Social Security, Passport, Credit Card, Bank, and Insurance Policy Numbers, and alerts you if your private information is found there.
* Lost Wallet Assistance. If you lose your wallet, we'll help you cancel and re-issue your cards and ID
* Up to $1 MM in identity theft insurance5
* Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m.

**Enrollment Instructions**

**To sign up online for online delivery go to** [www.myservices.equifax.com/patrol](http://www.myservices.equifax.com/patrol)

**1. Welcome Page:** Enter the Activation Code provided above in the “Activation Code” box and click the “Submit” button.

**2. Register**: Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.

**3. Create Account:** Complete the form with your email address, create a User Name and Password, after reviewing the Terms of Use, check the box to accept and click the “Continue” button.

4. **Verify ID**: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.

**5. Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

1Credit monitoring from Experian® and Transunion® will take several days to begin.

2The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

3Locking your Equifax credit file with Credit Report Control will prevent access to your Equifax credit file by certain third parties, such as credit grantors or other companies and agencies. Credit Report Control will not prevent access to your credit file at any other credit reporting agency, and will not prevent access to your Equifax credit file by companies like Equifax Global Consumer Solutions which provide you with access to your credit report or credit score or monitor your credit file; Federal, state and local government agencies; companies reviewing your application for employment; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; for fraud detection and prevention purposes; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit [www.optoutprescreen.com](http://www.optoutprescreen.com).

4Internet scanning will scan for your Social Security number (if you choose to), up to 5 bank accounts, up to 6 credit/debit card numbers that you provide, up to 3 email addresses, up to 10 medical ID numbers, and up to 5 passport numbers. Internet Scanning scans thousands of Internet sites where consumers’ personal information is suspected of being bought and sold, and is constantly adding new sites to those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guaranteed that we are able to locate and search every possible Internet site where consumers’ personal information is at risk of being traded.

5 Identity theft insurance is underwritten by American Bankers Insurance Company of Florida or its affiliates. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.

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