

FloForm Countertops
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



March 17, 2021

[REDACTED]
[REDACTED]
[REDACTED]

966

Dear [REDACTED]:

Re: Notice of Privacy Incident

We are writing to inform you of a cybersecurity incident at FloForm Countertops ("FloForm") which may have impacted your personal information. We also wish to advise you of the steps we are taking to continue to protect your personal information and steps that you can take to help protect your personal information. Your privacy is of the utmost importance to us and we sincerely regret any concern this incident may cause you.

What Happened

On February 11, 2021, we discovered that FloForm was the victim of a cybersecurity incident by an unauthorized third party, where the unauthorized third party encrypted FloForm's technology infrastructure which caused a widespread system outage (the "**Incident**"). FloForm immediately undertook additional investigation to determine the scope of the information affected. On February 18, 2021, FloForm became aware that the unauthorized third party may have gained access to and exfiltrated the personal information of FloForm's employees.

What Information Was Involved

Based on our investigation, the following personal information of employees contained in our database may have been compromised: name, address, SIN/SSN, gross pay and deductions. It is important to note that there is no evidence confirming that the personal information of all current and former employees was compromised or misused. However, as we take the security of our employees and former employees' personal information seriously, out of an abundance of caution, we wanted to notify you of this Incident.

What We Are Doing

Upon discovering the Incident, FloForm engaged a cyber forensic firm to conduct a comprehensive investigation to determine how the Incident occurred, the scope of such Incident and to assist FloForm with remediation efforts. Additionally, although we are not aware of any instances of fraud or identity theft arising out of the incident, out of an abundance of caution, FloForm is providing you complimentary identity theft and credit monitoring solutions from Experian free of charge for 12 months. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. For more information on the services and how to activate your complimentary one-year membership, please see the additional information provided in this letter.

What You Can Do

As an additional measure, we encourage you to be vigilant and to mitigate any potential harm by taking the following steps to protect yourself:

- monitor your financial accounts. If you see anything you do not understand or that looks suspicious, or if you suspect that any fraudulent transactions have taken place on a credit or debit card, you should call the bank;
- change and create strong passwords for any online accounts, in particular those that use or relate to your national security number;
- be cautious of any unsolicited communications of whatever form (phone call, email, etc.) that ask for your personal information or refer you to a web page asking for personal information;
- avoid clicking on links or downloading attachments from suspicious emails;
- report an incident to the appropriate authorities if you notice any suspicious activity; and
- sign-up for the services being offered above.

For More Information

If you have any questions or concerns, please contact Tammy Hopkins at 1-888-928-7581 or by email at incidentquestions@floform.com.

Regards,

A handwritten signature in black ink, appearing to read 'E. J. Sherritt', with a stylized flourish at the end.

E. J. (Ted) Sherritt, C.E.O.

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: [REDACTED] (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Other Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze
1-888-298-0045
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-888-909-8872
www.transunion.com
P.O. Box 160
Woodlyn, PA 19094

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov.