

From: Joe Callister
Sent: Thursday, April 07, 2016 9:34 AM
To:
Subject: Important Notification Regarding Your Personal Information - Please Read

Dear ,

We are writing to notify you of a recent event about which we feel it is important you are aware. Tuesday afternoon, the Leavitt Group's Benefits Department was collecting from some of our staff information on evidence of insurability for term-life coverage. During that process, the Department inadvertently emailed to a very small, isolated group of Leavitt staff an Excel file containing the names and Social Security numbers of a number of current Leavitt employees, including yours. We discovered the error shortly after the email was sent and deleted the information from the recipients' email accounts. We have taken every reasonable precaution to assure that no trace of this email remains on our servers, and launched an investigation to determine if the information had been viewed and/or emailed externally. While this investigation is ongoing, we have confirmed that one staff member forwarded the email to her husband, who immediately called her to report he received it and deleted it because it contained the attachment in error.

While we do not believe your information has been or will be misused, we take this incident very seriously, and sincerely apologize for any inconvenience this incident may cause you. We continue to investigate the incident, and we will inform you if additional facts are discovered. In the meantime, to help you better protect against negative consequences as a result of this error, we will offer you complimentary credit monitoring and identity restoration services for a period of 12 months. If you feel it is necessary or appropriate to take action to further protect against misuse of your information, you should enroll to receive these services. To do so, please follow these steps:

1. **Enroll** by: July 31, 2016 (Your code will not work after this date.)
2. **Visit** www.protectmyid.com/alert, or call 877-297-7780 to enroll.
3. **Provide** your activation code:

If you have questions or need an alternative to enrolling online, please call 877-297-7780 and provide Engagement #: PC100663.

ADDITIONAL DETAILS REGARDING YOUR ONE YEAR PROTECTMYID ALERT MEMBERSHIP

A credit card is **not** required for enrollment in ProtectMyID.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian credit report.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance^[1]:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 877-297-7780.

Again, we are very sorry for any inconvenience this incident may cause you. If you have any questions or concerns about this incident, or desire information about other steps you can take to protect against misuse of your information, please contact Betsey Durfee at (435) 865-4030 or betsey-durfee@leavitt.com.



Joe Callister
Chief Operating Officer

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Phone: 435.865.2957 | Cell: 435.704.1274 | joe-callister@leavitt.com

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^[1] Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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.



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<mail id>>
<<Employee Name>>
<<Street Address>>
<<City>><<State>><<Zip>>

<<Date>>

RE: Notice of Data Breach

<<Employee Name>>:

We are writing to follow up on our April 7, 2016 email regarding an event of which we felt it was important to make you aware. While we do not believe your information has been or will be misused, we take this incident very seriously and sincerely apologize for any inconvenience this incident may cause you. We continue to investigate the incident, and we will inform you if additional facts are discovered.

What Happened? On April 5, 2016, the Leavitt Group's Benefits Department was collecting from a very small, isolated group of employees (from both the corporate headquarters and agencies) information on evidence of insurability for term-life coverage. During that process, the Department inadvertently emailed to these individuals an Excel file containing the names and Social Security numbers of a number of certain current and former Leavitt employees, including yours. The Excel file did not contain information about any dependents of those current and former Leavitt employees.

We discovered the error shortly after the email was sent and deleted the information from the recipients' email accounts. We have taken every reasonable precaution to assure that no trace of this email remains on our servers and launched an investigation to determine if the information had been viewed and/or emailed externally. While this investigation is ongoing, we have confirmed that one of the employees that received the email forwarded it to her husband so that he could provide the evidence of insurability requested in the email. The spouse who received the email called the employee immediately to report that he received it and deleted it because it contained the attachment in error.

What Information Was Involved? The email sent to the small number of Leavitt employees contained your name and Social Security number.

What We Are Doing. While we do not believe your information has been or will be misused, we take this incident and the security of your personal information very seriously. In addition to notifying individuals who have been potentially impacted by this incident, we are notifying certain state regulators. Additionally, we are offering all affected individuals access to free credit monitoring and identity restoration services with the ProtectMyID Alert product from Experian®. The enclosed "Other Important Information" contains instructions on how to enroll and receive these free services, as well as more information on how to better protect against identity theft and fraud.

What You Can Do. You can review the enclosed "Other Important Information." You can also enroll to receive the free credit monitoring and identity restoration services.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact Betsey Durfee, Human Resources Director, at 435-865-4030 or betsey-durfee@leavitt.com.

We take the privacy of your personal information seriously. We sincerely regret any inconvenience or concern this incident has caused you. The security of your information is a priority to us, and we are taking steps to reduce the likelihood of an incident like this from happening again.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Callister', with a stylized flourish at the end.

Joe Callister
Chief Operating Officer

OTHER IMPORTANT INFORMATION

While we continue to investigate the incident, you may take action directly to further protect against possible identity theft or financial loss.

To help detect the possible misuse of your information, we are providing you with one year of free access to credit monitoring and identity restoration services with the ProtectMyID Alert product from Experian®. If you are a victim of fraud, simply call Experian at 877-297-7780 by **July 31, 2016**, and a dedicated Identity Theft Resolution agent will help you restore your identity. Please provide the engagement number in this letter as proof of eligibility.

While Identity Theft Resolution assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through ProtectMyID Alert. This product provides you with superior identity protection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

Activate ProtectMyID Now in Three Easy Steps

1. **Enroll** by July 31, 2016. (Your code will not work after this date.)
2. **Visit** www.protectmyid.com/alert, or call 877-297-7780 to enroll.
3. **Provide** your activation code: **XXXXXXXXXX**.

If you have questions or need an alternative to enrolling online, please call 877-297-7780 and provide Engagement #: **PC Engagement #**.

ADDITIONAL DETAILS REGARDING YOUR PROTECTMYID ALERT MEMBERSHIP

A credit card is **not** required for enrollment in ProtectMyID.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes and suspicious activity found on your Experian credit report.
- **Identity Theft Resolution and ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit, and medical insurance cards; assist with freezing credit files; and contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance¹:** Immediately covers certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 877-297-7780.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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.

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

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

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
800-680-7289
www.transunion.com

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised that placing a security 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. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
(NY residents please call
1-800-349-9960)
[www.equifax.com/help/
credit-freeze/en_cp](http://www.equifax.com/help/credit-freeze/en_cp)

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
[www.experian.com/freeze/
center.html](http://www.experian.com/freeze/center.html)

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
1-888-909-8872
[www.transunion.com/
securityfreeze](http://www.transunion.com/securityfreeze)

You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect yourself by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at 600 Pennsylvania Avenue NW, Washington, D.C. 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at www.ncdoj.gov. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed as a result of law enforcement involvement.