



C/O IDX
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code:
XX

First Name Last Name
Address1 Address2
City, State Zip

December 16, 2020

Re: Notice of Data Security Incident

Dear First Name Last Name,

I am writing to inform you of a data security incident that involved your personal information. Maps Credit Union (“Maps”) takes the privacy and security of our member information very seriously. This is why I am notifying you of the incident, offering you credit and identity monitoring services, and informing you about steps you can take to help protect your personal information.

What Happened? On November 5, 2020, we learned that your personal information may have been exposed in a data security incident. The incident began on September 11, 2020, when we received a security alert that an unauthorized individual was trying to access an employee’s email account. Upon discovering this incident, we immediately launched an investigation into the incident, disabled the unauthorized access to the account, and added security which would restrict access. We also launched an investigation and engaged a digital forensics firm to determine what happened and what information, if any, may have been accessed. On November 5, we learned that your information may have been involved.

What Information Was Involved? The information which may have been exposed included names and Social Security numbers.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. We also increased security on our email system. In addition, we are offering you information about steps you can take to help protect your personal information, including complimentary identity monitoring and recovery services for 12 months through a leading identity protection company called IDX, as described below.

What You Can Do: You can follow the recommendations included with this letter to protect your personal information. We strongly encourage you to enroll in the credit monitoring and identity monitoring services we are offering through IDX to protect your personal information. To enroll, please visit <https://app.idx.us/account-creation/protect> or call 1-800-939-4170 and provide the following enrollment code: enrollment code. Your 12 months of services will include credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

To receive credit services, you must be over the age of 18, and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. Additional information describing your services is included with this letter.

Please note you must enroll by March 16, 2021. If you have questions or need assistance, please call IDX at 1-800-939-4170.

For More Information: Information about additional steps you can take is on the accompanying pages. You should also report suspected identity theft to law enforcement, including the Attorney General and the Federal Trade Commission. If you have any questions about this letter, please contact IDX at 1-800-939-4170. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Chris Giles
Chief Experience Officer
Maps Credit Union

STEPS YOU CAN TAKE TO PROTECT YOUR PERSONAL INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and 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 also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 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 also can contact one of the following three national credit reporting agencies:

TransUnion P.O. Box 1000 Chester, PA 19016 1-800-916-8800 www.transunion.com	Experian P.O. Box 2002 Allen, TX 75013 1-888-397-3742 www.experian.com	Equifax P.O. Box 740241 Atlanta, GA 30374 1-866-349-5191 www.equifax.com	Free Annual Report P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 annualcreditreport.com
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Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission 600 Pennsylvania Ave, NW Washington, DC 20580 consumer.ftc.gov, and www.ftc.gov/idtheft 1-877-438-4338	Maryland Attorney General 200 St. Paul Place Baltimore, MD 21202 oag.state.md.us 1-888-743-0023	North Carolina Attorney General 9001 Mail Service Center Raleigh, NC 27699 ncdoj.gov 1-877-566-7226	Rhode Island Attorney General 150 South Main Street Providence, RI 02903 http://www.riag.ri.gov 401-274-4400
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You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.