

December 23, 2020

Notice of Data Security Incident

Dear Sentinel employee:

We are writing to inform you of a data security incident experienced by Sentinel Technologies Inc. (“Sentinel”) that may have impacted your personal information. 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 we are making available to help you.

1. What happened and what information was involved?

On November 18, 2020, we became aware that an unauthorized individual may have gained access to one of our employee email accounts. Immediately after discovering the suspicious activity, we changed this employee’s password and began an internal investigation into what occurred. Our investigation confirmed that unauthorized access occurred to a single corporate email account in October 2020 and the individual’s access credentials were likely compromised through a phishing scam. Unfortunately, our team was unable to determine what emails or attachments, if any, may have been viewed by the unauthorized individual. We then conducted a thorough review of the impacted email account to determine what information may be at risk. This review revealed that your first and last name, date of birth, and Social Security number were present in the accessed email account. While we are unable to confirm whether this information was actually accessed, we wanted to notify you of this incident and provide resources to help protect yourself.

2. What we are doing and what you can do?

The confidentiality and security of your information is of the utmost importance to us. While we believe the risk of any identity theft from this incident is low, we have secured the services of Norton LifeLock to provide identity monitoring at no cost to you for one year. This product provides you with superior identity detection and resolution of identity theft. All active employees have been automatically enrolled.

If an employee is an existing LifeLock member, please call LifeLock Member Services at 800-607-9174 near the benefit effective date of 1/1/2021. Please mention to the representative that you would like to cancel your retail plan in order to enroll through Sentinel’s benefit program. Within a few days following cancellation, your enrollment through the Sentinel’s plan will be activated and you will receive a new welcome e-mail. Please note that information such as past alerts or additional information LifeLock is monitoring (such as credit card numbers) will be transferred over to the new account, with the exception of the “Transaction Monitoring” feature.

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in LifeLock online, please contact LifeLock Member Services at 800-607-9174.

More information about protecting your identity is included in this letter, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

We want to assure you that we have taken steps to prevent this kind of event from happening in the future. We have reset the impacted employee’s password, all employees will undergo additional data security and privacy training in the new year, and we are looking into additional security features designed to further protect personal information within our email environment.

3. For more information

If you have any questions about enrollment, please call LifeLock Member Services at 800-607-9174. For any other questions about this matter, please contact SecAdvCommittee@sentinel.com. Your trust is our top priority, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

Sentinel’s Security Advisory Committee

U.S. State Notification Requirements

For residents of Hawaii, Michigan, Missouri, New Mexico, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Colorado, Illinois, Iowa, Maryland, Missouri, New Mexico, North Carolina, Oregon, Washington, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 105139
Atlanta, GA 30374
1-800-685-1111

www.equifax.com

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742

www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800

www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Attorney General and Federal Trade Commission.

For residents of Colorado, Maryland, Illinois, North Carolina, and Rhode Island:

You can obtain information from the Maryland, North Carolina, and Rhode Island Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Attorney General

Consumer Protection Div.
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023

www.oag.state.md.us

North Carolina Attorney General

Consumer Protection Div.
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226

www.ncdoj.com

Rhode Island Attorney General

Consumer Protection Div.
150 South Main Street
Providence, RI 02903
(401) 274-4400

www.riag.ri.gov

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue,
NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)

www.identityTheft.gov

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via each credit bureau'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 credit bureaus is below. As of September 21, 2018, fraud alerts will now last one year, instead of 90 days. Fraud alerts will continue to be free and identity theft victims can still get extended fraud alerts for seven years.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, each credit reporting agency has a dedicated web page for security freezes and fraud alerts or you can request a freeze by phone or by mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request may also require a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Effective September 21, 2018, placing a freeze on your credit report is now free for all United States citizens.

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://www.experian.com/freeze>

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.