

Craig Foundation
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



[REDACTED]
[REDACTED]
[REDACTED]

B-21

February 15, 2021

Dear [REDACTED]:

Re: Notice of a Security Breach

The protection and privacy of your personal information is one of our highest priorities at the Craig Foundation (the "Foundation"). Because of this, I am writing to make you aware of a recent data security incident.

What Happened? The Foundation contracts with a company called Blackbaud, Inc. ("Blackbaud") to store information related to our donors and certain vendors in Blackbaud's self-hosted environment. On July 16, 2020, Blackbaud notified us, as well as hundreds of other customers of its products, that it was impacted by a ransomware event. According to Blackbaud, in May 2020, ransomware was deployed within Blackbaud's environment, and some data was exfiltrated out of its systems. At the time of its July report, Blackbaud explained that none of the Foundation's data stored in Blackbaud's tools was affected by the incident.

On October 14, 2020, Blackbaud alerted us that its July report was incorrect. In this follow-up notice, Blackbaud explained that some of the Foundation's data stored in Blackbaud tools was in fact affected by the incident. Upon learning this new information from Blackbaud, we immediately began reviewing our internal records to identify who may have been affected. On January 15, 2021, our review concluded that the unauthorized party could have accessed certain personal information about you, as detailed below.

What Information Was Involved? The person who gained access to Blackbaud's network could have accessed your name and Social Security Number/Tax Identification Number.

What We Are Doing? Upon learning of the incident, we reviewed our internal records to identify who may have been affected. We also worked with Blackbaud to obtain additional information about the nature of the event to determine the risk to your personal information. **We are not aware of any instances of fraud or identity theft arising out of the incident.** Nonetheless, out of an abundance of caution, we wanted to provide you notice of the incident.

What You Can Do? As a precaution, we are offering a complimentary one-year membership to Experian IdentityWorks™ Credit 3B. 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 IdentityWorks Credit 3B and how to activate your complimentary one-year membership, please see the additional information provided in this letter. You can find more information on steps to protect yourself against identity theft or fraud in the enclosed *Additional Important Information* sheet.

How Can You Get More Information? I understand that you may have questions that this letter does not answer. If you have questions, please call 1-888-545-5852 from 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday. Craig Foundation values the trust placed in it to protect information and apologizes for any inconvenience that this incident at Blackbaud might cause.

Sincerely,

A handwritten signature in black ink that reads "Shannon Lowe". The signature is written in a cursive, flowing style.

Shannon Lowe
Interim Executive Director, Craig Foundation

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: **May 6, 2021** (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.

** 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.

Additional 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.

This notice was not delayed at the request of law enforcement.