

January 19, 2021

First Name Last Name

Address

City, State Zip

**NOTICE OF DATA BREACH**

**What Happened**

On or about December 14, 2020, H&R Block identified and resolved an external phishing attack directed at H&R Block associates. There is evidence, however, that your H&R Block account credentials may have be compromised prior to our corrective actions. As a result of the phishing attack, the criminal(s) may have been able to access your various employee accounts including but not limited to Email and Workday.

**What Information Was Involved**

Prior to H&R Block locking your associate account and forcing a password reset, the unauthorized access may have resulted in access to emails containing sensitive information and access to Workday containing your personal information.

**What We Are Doing**

By locking your account and forcing a password reset, your account has been protected from any further unauthorized access in connection with this cyber-attack. We continue to monitor account activity. To help safeguard you from potential misuse of your confidential information, we have arranged for you to receive 12 months of identity protection under Experian IdentityWorksSM at no cost to you. This notice was not delayed due any request by law enforcement.

**What You Can Do**

Please remain vigilant against phishing attempts. Do not click links or download files from unknown senders. If you believe an email is a phishing attack, use the “Report Phishing” button in the top, right corner of your Outlook window. We want to make you aware of the steps you should take to guard against identity fraud. First, please enroll in the 12 months of identity protection from Experian IdentityWorksSM**.** Second, please review the enclosure to learn more about other steps you can take to protect yourself.

**Activating and Using Experian IdentityWorksSM**

From the date that you set up your account, Experian IdentityWorksSM will enroll you in Tri-Bureau Credit Monitoring™ and you will receive alerts regarding any changes in your credit file. You can review and verify these credit alerts. This service also includes a $1,000,000 Identity Theft Insurance Policy and 12 months enrollment in Experian IdentityWorksSM Identity Restoration, if needed.

Experian IdentityWorksSM has a simple Internet-based verification and enrollment process. To sign up for coverage go to [https://www.experianidworks.com/3bcredit.](%20http://enroll.allclearid.com.) You will need to provide the registration code(s) that are listed below. Once you have entered your redemption code, click on “Sign up now” on the right side of the page and follow the website’s instructions. Please note that if you enroll online, part of the sign-up process may include receiving a phone call from the Experian IdentityWorksSM soon after you initiate the registration process.

Experian IdentityWorksSM Registration Code(s):

First Name Last Name, Experian Code

Alternatively, if you do not wish to register over the Internet, you can enroll by phone at 1-877-890-9332. Representatives are available to assist you from 9 am – 5 pm Central time Monday through Saturday.

The Experian IdentityWorksSM service will be valid for one year from the date you register for it. If you have questions about the Experian IdentityWorksSM or its coverage, please contact Experian directly at 1-877-890-9332 and reference engagement number DB18539.

**Additional Steps We Recommend You Take**

**Review your financial statements carefully.** We encourage you to activate the Experian IdentityWorksSM service we’re offering at no cost to you. Whether or not you accept the Experian IdentityWorksSM service, we recommend you remain vigilant about regularly reviewing personal financial statements, including your credit card and bank account statements.

**Obtain a free credit report.** You may request a free copy of your credit report once every 12 months by visiting <http://www.annualcreditreport.com> or by calling 1-877-322-8228 toll free. You can print a copy of the request form at <http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm>.

**Review your credit report carefully.** Look for any accounts you did not open or inquiries from creditors that you did not initiate. Also, look for personal information, such as your home address or Social Security Number that is inaccurate. If you see anything that is wrong or that you do not understand, call the credit reporting agency at the telephone number on the report.

**For More Information**

We understand that an incident of this nature can be unsettling. We strive to ensure a high level of data security and integrity for our associates. Should you have any questions or other concerns about this matter, please do not hesitate to H&R Block by phone at 1-855-343-9592.

Sincerely,

Incident Response

H&R Block