



Subject: IMPORTANT DATA SECURITY INCIDENT INFORMATION

February 26, 2016

We recently learned of a serious data security incident, which took place on February 25, 2016, in which personal, private and unencrypted information from your W2 statement was mistakenly passed to an unauthorized party and likely compromised. We know that only U.S. employees paid bi-weekly out of the CRC were affected.

We believe the compromised W2 information, including your name and address, social security number, wages, withholdings and marital status, could reasonably be used to file a fraudulent tax return, apply for credit cards or loans, etc. We are working around the clock, with the aid of outside resources, to help you avoid or at least minimize any negative consequences.

We are in the process of reporting the incident to the appropriate state agencies and federal authorities to initiate an investigation. Our notification has not been delayed as a result of any law enforcement investigation.

We are notifying you so you can take additional actions to minimize or eliminate potential personal harm. Because this is a serious incident, **we strongly encourage you to take the following preventive measures to help detect and mitigate any misuse of your W2 information:**

1. AmeriPride is providing each impacted employee with free identity theft protection services through LifeLock, an industry leader with the most comprehensive solution for protecting you and your accounts. We have signed an agreement with them and will be providing you with information on how to register for the service within 72 hours. This service will be provided to you at no cost for 12 months. More information can be found at <https://www.lifelock.com/products/lifelock-ultimate-plus/>. In the meantime, we encourage you consider the other action items listed in this communication.
2. Closely monitor your financial accounts and promptly contact your financial institution if you notice any unusual activity. You may also wish to contact your credit or debit card issuer to determine whether a new card should be issued and whether additional levels of security or protective measures should be placed on your account(s).
3. In order to mitigate fraudulent activity, we strongly recommend that you notify the IRS as soon as possible. We have already contacted the FBI, which has advised us that it will communicate with the IRS to attempt to mitigate any impact on your account, but the IRS also requires you to report the potential identity fraud directly to them. In order to do so, please go to <https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft>. You will need to complete and submit IRS Form 14039, the Identity Theft Affidavit, available on that webpage. If you have further questions or concerns, please contact the IRS Identity Theft hotline at 1-800-908-4490. We also strongly recommend that you continue to file your tax return and watch for any follow-up correspondence from the IRS.



4. We also strongly encourage you to report incidents of suspected identity theft to your local law enforcement and state attorney general.
5. We also recommend that you monitor your free credit reports. 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 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.
6. You also may want to place a security freeze on your credit files by calling each of the three credit reporting agencies. Freezing credit files will prevent someone from using your personal information to open new accounts or borrow money in your name. Please understand that when you place the freeze, you will not be able to borrow money, obtain instant credit or get a new credit card unless you temporarily or permanently remove the freeze. (There is often a small fee to do this but AmeriPride will reimburse you for the cost. You can use your P-card for payment or submit to AP for reimbursement.)

While we have already notified the three major credit reporting agencies, we strongly encourage you to contact the credit reporting agencies directly to notify them, receive credit alerts or freeze your credit files. Contact for the three agencies is below:

Equifax	Experian	TransUnion
P.O. Box 740241 Atlanta, Georgia 30374 1-800-685-1111 (general) 1-888-766-0008 (fraud alert) 1-800-685-1111 (security freeze) www.freeze.equifax.com	P.O. Box 2104 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze	P.O. Box 2000 Chester, PA 19022 1-800-888-4213 (general) 1-800-680-7289 (identity theft and fraud) www.transunion.com/credit-freeze/place-credit-freeze

You may also contact the FTC to receive information about preventing identity theft, fraud alerts and security freezes:

FTC

1-877-ID-THEFT (877-438-4338)
 Federal Trade Commission
 600 Pennsylvania Avenue, NW
 Washington, DC 20580
<https://www.consumer.ftc.gov/features/feature-0014-identity-theft>

North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, NC 27699. North Carolina residents may contact the attorney general for information about preventing identity theft.



We sincerely regret this incident and any inconvenience it may cause. We will do everything we can to avoid any negative consequences of this unfortunate incident. We also want you to know that we have determined the cause of incident and have taken immediate action to prevent future incidents of this nature.

While we cannot speak to the specifics of the cause, we can say that we are certain that it was not in any way related to *MyWorkLife*. We will be providing additional training to assist our employees in identifying future attempts to obtain access to confidential information.

Thanks for your ongoing patience and understanding as we work through this process. Feel free to call LifeLock at 1-800-899-0180 with any questions about the Ultimate Plus program or other general identify theft questions, but keep in mind that you won't be able to sign up for the service until we've provided you with your unique registration code.

Sincerely,

A handwritten signature in blue ink that reads "Curt Gray". The signature is fluid and cursive, with the first and last names clearly legible.

Curt Gray
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