

DATE

VNS FEDERAL SERVICES LTR  
123 ANY ST  
APT ABC  
CITY, FL 12345

### **NOTICE OF DATA BREACH**

Dear VNS FEDERAL SERVICES LTR,

The privacy and security of your information are key priorities for VNS Federal Services (“VNSFS”), and a responsibility we take very seriously. As a result, we are sending you this letter to inform you about a recent theft of company devices.

#### **What Happened?**

On April 12, 2019, certain company devices were stolen. Upon being notified of the theft, we immediately started an investigation and notified local law enforcement. On April 25, 2019 VNSFS determined that the company devices likely contained certain personal information of current and former employees. Our investigation continues today.

#### **What Information Was Involved?**

Based on our investigation to date, we believe the stolen devices contained certain personal information, which may have included your name, address, and Social Security number, among other information. The company devices did not contain financial account or payment card information. We are not aware of any indications that this data has been misused.

#### **What We Are Doing.**

Immediately upon learning of this theft, we took steps to investigate the incident and notified local law enforcement. Also, upon determining that the theft may have resulted in access to certain personal information, we immediately notified potentially impacted individuals via their email address, if we had the information on file. We are offering you and other potentially affected individuals one (1) year of free credit monitoring, identify theft protection, and related services as described in Attachment A.

#### **What You Can Do.**

Regardless of whether you elect to enroll in the credit monitoring and identity theft protection service, we strongly recommend that you remain vigilant and regularly review and monitor your credit history to guard against any unauthorized transactions or activity. We also recommend that you closely monitor your account statements and notify your financial institution if you suspect any unauthorized activity. Attachment B contains more information about steps you can take to protect yourself against fraud and identity theft.



**For More Information.**

Please be assured that we are taking steps to address the incident and to protect the security of your data, and we are committed to working with you to minimize any inconvenience this issue may cause you. If you have any questions about this notice or the incident, please contact Amanda Spriggs-Rhea at 740-443-7004 or [amanda.spriggs@vnsfs.com](mailto:amanda.spriggs@vnsfs.com).

Sincerely,



Amanda Spriggs-Rhea  
Human Resources Manager-East, Support Services

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## ATTACHMENT A: COMPLIMENTARY SERVICE OFFER

VNS Federal Services would like to offer you one year of free credit monitoring, identify theft protection and related services, which will be provided by Identity Guard® Total Protection.

### IDENTITY GUARD® TOTAL PROTECTION features include:

- SSN Monitoring
- Online "Black Market" Monitoring
- ID Verification Alerts
- Account Takeover Alerts
- Identity Theft Victim Assistance
- Lost Wallet Protection
- Daily 3-Bureau Credit Monitoring
- 3-Bureau Credit Reports (Quarterly)
- 3-Bureau Credit Scores\* (Quarterly)
- Address Change Monitoring
- 3-Bureau Credit Analyzer
- \$1 Million Identity Theft Insurance\*\*
- Account Access via Mobile App
- Public Record Monitoring
- PC Keyboard Encryption Software
- PC Antivirus Software

If you wish to take advantage of this monitoring service, you must enroll by [DATE].

**ENROLLMENT PROCEDURE:** To activate this coverage please visit the website listed below and enter the redemption code. The redemption code is required for enrollment and can only be used one time by the individual addressee.

Web Site: [www.identityguard.com/enroll](http://www.identityguard.com/enroll)  
Redemption Code: AAAAA-A@#A-A@A8

In order to enroll, you will need to provide the following personal information:

- Mailing Address
- Phone Number
- Social Security Number
- Date of Birth
- E-mail Address
- Redemption Code

This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel.

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*\*The scores you receive with Identity Guard® are provided for educational purposes to help you understand your credit. They are calculated using the information contained in your Equifax, Experian and TransUnion credit files. Lenders use many different credit scoring systems, and the scores you receive with Identity Guard are not the same scores used by lenders to evaluate your credit.*

Credit scores are provided by CreditXpert® based on data from the three major credit bureaus.

\*\*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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.

**VNS Federal Services, LLC**  
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[www.nuclearsolutions.veolia.com](http://www.nuclearsolutions.veolia.com)



## ATTACHMENT B: ADDITIONAL INFORMATION

To protect against possible fraud, identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements and to monitor your credit reports. Provided below are the names and contact information for the three major U.S. credit bureaus and additional information about steps you can take to obtain a free credit report, and place a fraud alert or security freeze on your credit report. If you believe you are a victim of fraud or identity theft you should consider contacting your local law enforcement agency, your State's attorney general, or the Federal Trade Commission.

### INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228.

### INFORMATION ON IMPLEMENTING A FRAUD ALERT, CREDIT FREEZE, OR CREDIT LOCK

To place a fraud alert, credit freeze, or credit lock on your credit report, you must contact the three credit reporting agencies below:

Equifax:  
Consumer Fraud Division  
P.O. Box 740256  
Atlanta, GA 30374  
1-888-766-0008  
[www.equifax.com](http://www.equifax.com)

Experian:  
Credit Fraud Center  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion:  
TransUnion LLC  
P.O. Box 2000  
Chester, PA 19016-2000  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** Consider contacting the three major credit reporting agencies at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

To place a fraud alert, contact any of the three major credit reporting agencies listed above and request that a fraud alert be put on your file. The agency that you contacted must notify the other two agencies. A fraud alert is free and lasts one year, but can be renewed.

**Credit Freeze:** A credit freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report until the freeze is lifted. When a credit freeze is in place, no one—including you—can open a new account. As a result, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services.

Placing a credit freeze is free. To place a credit freeze, contact all three credit reporting agencies listed above and provide the personal information required by each agency to place a freeze, which may include:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, a copy of either a police report, investigative report, or complaint to a law enforcement agency concerning identity theft.



When you place a credit freeze, you may be provided a PIN to lift temporarily or remove the credit freeze. A credit freeze generally lasts until you lift or remove it, although in some jurisdictions it will expire after seven years.

**Credit Lock:** Like a credit freeze, a credit lock restricts access to your credit report and prevents anyone from opening an account until unlocked. Unlike credit freezes, your credit can typically be unlocked online without delay. To lock your credit, contact all three credit reporting agencies listed above and complete a credit lock agreement. The cost of a credit lock varies by agency, which typically charges monthly fees.

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, credit freezes, credit locks, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone 1-877-382-4357; or [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

## **ADDITIONAL RESOURCES**

Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, or the FTC.

**Maryland Residents:** The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, MD 21202; (888) 743-0023; or <http://www.marylandattorneygeneral.gov/>.

**North Carolina Residents:** The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; (919) 716-6400; or <http://www.ncdoj.gov>.

**New Mexico Residents:** You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or [www.ftc.gov](http://www.ftc.gov).

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