



February 19, 2018

[Insert Recipient's Name]
[Insert Address]
[Insert City, State, Zip]

Re: Important Security and Protection Notification
Please read this entire letter.

Dear [Insert customer name]:

I am writing to inform you of an incident that involved your personal information. On January 29, 2018, COUNTRY Financial® was notified that the U.S. Postal Service failed to deliver a COUNTRY Financial® package and has been unable to track its current location. This package contained Federal Crop Insurance documents with your personal information including the following:

- Name
- Address
- Social Security Number
- Policy Number
- Account Number

We sincerely apologize for any inconvenience this incident may cause you. Although we do not believe this situation is likely to lead to identity theft or fraud, we would like to help you safeguard your personal information by:

- offering you a one-year membership of Experian® IdentityWorksSM at no cost, and
- sharing steps you can take to guard against identity theft and fraud

Experian® IdentityWorksSM:

Identity restoration assistance is immediately available to you and is valid for one year from the date of this letter. If at any time in the next year you believe there was fraudulent use of your information, you may contact an Experian agent at 877-890-9332 to determine if identity restoration support is needed. You will need to provide engagement number [engagement number] as proof of eligibility. You can review the Terms and Conditions for this offer at www.ExperianIDWorks.com/restoration where you will also find self-help tips and other information about identity protection.

In addition to identity restoration, Experian IdentityWorks offers fraud detection tools. These tools provide superior identity theft detection and resolution.

To activate your complimentary one-year membership:

- **Visit** the Experian IdentityWorks website: [\[URL\]](#)
- Provide your **activation code**: [\[code\]](#)
- Ensure that you **enroll by**: [\[date\]](#) (Your code will not work after this date.)

No payment or credit card information is required to enroll.

If you have questions about the product or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by **[enrollment end date]**. Be prepared to provide your engagement number **[engagement number]** as proof of eligibility.

More information about your 12-month Experian IdentityWorks Membership:

You can contact Experian **immediately** regarding any fraud issues and have access to the following features once you enroll in Experian IdentityWorks:

- **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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** 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.

Additional steps you can take to protect your information

Please see the attached page, *Additional Actions to Help Reduce the Chance of Identity Theft*, to learn about more steps you can take to protect yourself from identity theft or fraud.

If you have any questions, please contact Jamie Curtis in Corporate Compliance and Government Affairs at 309-821-6374.

Once again, we apologize for any inconvenience this incident may cause you. We value our relationship with you and appreciate your understanding.

Sincerely,

COUNTRY Mutual Insurance Company®
Bloomington, IL

Joshua Johnson
Privacy Officer

*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 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 Actions To Help Reduce the Chance Of Identity Theft

Place a 90-Day Fraud Alert on Your Credit File

An initial 90-day security alert indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. Contact one of the credit reporting companies below for assistance in placing a 90-day fraud alert on your credit file.

Equifax
800-525-6285
www.equifax.com

Experian
888-397-3742
www.experian.com

TransUnion
800-680-7289
www.transunion.com

Place a Security Freeze on Your Credit Reports

Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a security freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

Order Your Free Annual Credit Reports

Visit www.annualcreditreport.com or call 877-322-8228 to request your free credit reports. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

Manage Your Personal Information

Take steps such as:

- Carrying only essential documents with you,
- Being aware of whom you are sharing your personal information with,
- Shredding receipts, statements, and other sensitive information.

Use Tools from Credit Providers

Carefully review your credit reports and bank, credit card, and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity, file an identity theft report with your local police and contact a credit reporting company.

Obtain More Information About Identity Theft and Ways to Protect Yourself

- Visit www.experian.com/credit-advice/topic-fraud-and-identity-theft.html for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 866-653-4261. They also provide information online at www.ftc.gov/idtheft.