



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
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<<Address 1>>
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<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>>:

RE: Notice of Data Breach

Delta Pilots Mutual Aid (“DPMA”) writes to inform you of a recent event. While there is currently no evidence that your information has been misused, we are making you aware of the event, so you may take steps to better protect against the possibility of identity theft or fraud, should you feel it necessary to do so.

What Happened? On May 14, 2018 and June 1, 2018, DPMA determined that it was the target of a phishing email campaign. As a result of this campaign, several DPMA employees’ email credentials were compromised. DPMA immediately took steps to secure these employees’ email accounts and launched an in-depth investigation to determine whether any sensitive information was accessed or acquired.

On June 21, 2018, we subsequently determined, with the help of outside computer forensic investigators, that an unknown actor gained access to certain DPMA email accounts between April 29, 2018 and June 12, 2018. DPMA determined on July 19, 2018, after a programmatic and manual review of the contents of the affected email accounts, the types of protected information contained in the affected email accounts and the identities of the individuals to which the information relates and promptly launched a review of our files to ascertain address information for the impacted individuals.

What Information Was Involved? While we currently have no evidence that your information was subject to actual or attempted misuse, we have confirmed that your name, <<Data Elements>> were accessible within the affected email accounts.

What We Are Doing. The confidentiality, privacy, and security of information in our care is one of our highest priorities. Upon learning of this incident, we implemented password changes for affected accounts, and we are working to implement additional safeguards to protect the personal information in our care. We also reported this incident to the FBI and are contacting the relevant state Attorneys General.

As an added precaution, we have partnered with Epiq to provide you with an online, three-bureau credit monitoring service (*myTrueIdentity*) for one (1) year at no charge to you. A description of this product is provided in the attached materials, which also contain instructions about how to enroll (including your personal activation code). Please note that you must complete the enrollment process, as we are not able to enroll you in these services on your behalf.

What You Can Do. You may review the enclosed “Steps You Can Take to Prevent Identity Theft and Fraud”. You may also enroll to receive the free identity theft protection and identity restoration services described above. Enrollment instructions are attached to this letter.

For More Information. We understand you may have questions about this incident that are not addressed in this letter. To ensure your questions are answered in a timely manner, you can call Leslie Greene at 404-559-9421, ext. 4.

DPMA takes the privacy and security of the personal information in our care very seriously.

Sincerely,

A handwritten signature in black ink that reads "Mark O'Brien". The signature is written in a cursive style with a large, prominent "M" and "O".

Mark O'Brien
Chairman
Delta Pilots Mutual Aid



Activation Code: <<Activation Code>>

Complimentary One-Year *myTrueIdentity* 3B Credit Monitoring Service

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code <<Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based, three-bureau credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion,[®] Experian,[®] and Equifax,[®] including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

STEPS YOU CAN TAKE TO PREVENT IDENTITY THEFT AND FRAUD

In addition to enrolling to receive the complimentary monitoring services, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19106
800-680-7289
www.transunion.com

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised 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. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
www.freeze.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com

You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. **For Maryland residents**, the Attorney General can be reached at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement investigation.