

VIA USPS FIRST CLASS MAIL

December 5, 2018

Re: Notice of Data Breach

Dear Parent or Guardian of [REDACTED]

We are writing to inform you of a recent event that may have affected your child's personal information.

What Happened

We recently learned that an email with an attachment containing information about national medical coverage support notices pertaining to your child was inadvertently sent to a former associate on November 21, 2018. We are not aware of any misuse of your child's information and we have no reason to suspect that misuse of your child's information will occur or is likely to occur.

What Information Was Involved

The incident may have involved Social Security numbers, dates of birth, and addresses collected in connection with the administration of medical child support.

What We Are Doing

As soon as we discovered the incident, we contacted the recipient to request immediate deletion of the email. To date, we have been unable to confirm whether the account is active or whether the email has been opened. We have taken steps to conduct compliance and security training with relevant staff and to adjust our processes and procedures, as appropriate. Out of an abundance of caution, we have arranged for ID Experts to provide identity protection services to your child at no cost to you for a period of one year. The steps to sign up for the services are set forth in the attached Reference Guide.

What You Can Do

As mentioned above, we are unaware of any misuse of your child's information in connection with this incident and we have no reason to suspect that misuse of your child's information will

occur or is at all likely to occur as a result of this incident. We encourage you to remain vigilant in reviewing your child's account statements. We also recommend that you review the attached Reference Guide, which also provides additional information about steps you can take to monitor and protect against unauthorized use of your child's personal information.

For More Information

If you have any other questions regarding this incident or if you desire further information or assistance, please contact Kevin Cottingim who can be reached at 713-512-5838 or Kevin.Cottingim@employbridge.com.

We apologize for any concern this incident may cause you, and we greatly appreciate your understanding.

Sincerely,

A handwritten signature in cursive script that reads "Kevin Cottingim" followed by a stylized monogram "JK".

Kevin Cottingim
Senior Vice President, Human Resources

REFERENCE GUIDE

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus (Equifax, Experian and TransUnion) provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Errors may be a warning sign of possible identity theft. If you see anything you do not understand, call the credit bureau at the telephone number on the report. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

How to Enroll in Free Identity Protection Services with ID Experts

services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

Your Enrollment Code is:



We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-800-939-4170 or going to <https://ide.myidcare.com/customending>; <https://app.myidcare.com/account-creation/protect> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 5 am - 5 pm Pacific Time.

*Please note: for minors under the age of 18, a parent/guardian must enroll as the primary member first and then add the minor as a dependent for coverage. Minors should not have a credit history established and are under the age to secure credit; therefore, credit monitoring is not available.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidence of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC. You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the contact information below:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft/

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, you have the right to place a fraud alert on your credit file for one year at no cost. A fraud alert helps protect against the possibility of an identity thief opening

new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the applicant's identity. You can place a fraud alert on your credit report by calling any of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax

P.O. Box 740241
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 19016
800-680-7289
www.transunion.com

Security Freezes

You have the right to put a security freeze, also known as a credit freeze, on your credit file free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau by contacting the credit reporting agency by phone, mail, or secure electronic means and providing proper identification to verify your identity. The following information must be included when requesting a security freeze: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
800-685-1111
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion

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

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.