



Exterran Human Resources
10010 Katy Blvd.
Houston, TX 77025
www.exterran.com | 1-855-401-2644

Exterran
4444 Britton Moore Rd
Houston, Texas 77041 U.S.A.
Main 281.836.7000
www.exterran.com

Dear *[Name]*,
[Address]
[City, State, ZIP]

We are writing to tell you about a data incident that might have exposed some of your personal information. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the incident.

Si necesita asistencia en español, por favor, contacte los representantes del centro de atención telefónica al 1-855-401-2644. Los representantes están disponibles de Lunes a Viernes, 8 a.m. a 5 p.m. de Hora Central, excepto los días festivos.

On November 24, 2015, an Exterran Human Resources employee had an Exterran-issued laptop stolen from the employee's car. The theft occurred in Houston, Texas, and the employee reported it to Exterran and local law enforcement. The laptop was password-protected. The laptop also contained a feature that would allow all information stored on the laptop to be remotely "wiped" or deleted if an attempt were made to access the Internet through the laptop. Exterran's Information Technology data indicates there has been no attempt to access the Internet through the laptop.

Exterran subsequently identified backup copies of e-mails believed to have been on the laptop at the time of the theft. Out of an abundance of caution, and with the assistance of outside experts, Exterran analyzed the copies and determined starting in late May and continuing over the next several weeks that some of the e-mails contained personal information of Exterran employees and their beneficiaries or dependents maintained by Human Resources, including name, date of birth, address, telephone number, benefits information and information used to administer benefits, and Social Security Number. Exterran has no evidence indicating that any of your information has been misused or that it was the target of the theft. Moreover, Exterran has no evidence indicating that anyone has attempted to connect the laptop to the Internet, which would remotely wipe it. Exterran is notifying you of this event so that you can, if you choose, take steps to protect against the potential misuse of your information.

We are confident that this incident was an isolated event. To alleviate any concerns, we are taking steps to prevent any potential misuse of your personal information. We have secured the services of Kroll to provide identity monitoring at no cost to you and your beneficiaries and dependents for one year. The services are described in the brochure enclosed with this letter. To take advantage of these services, please visit kroll.idMonitoringService.com and use this individual membership number *[Membership ID]*.

To receive identity monitoring services, you must be over the age of 18, have established credit in the U.S., have a Social Security Number in your name, and have a U.S. residential address associated with your credit file. Individuals who are not eligible to receive identity monitoring can still take advantage of Identity Consultation and Identity Restoration services. For eligible employees or former employees, you can contact the customer call center at 1-855-401-2644 to take advantage of all of these services on behalf of yourself and your beneficiaries and dependents, who at your request will be mailed individual membership numbers.

We also ask that you remain vigilant with respect to your personal information and encourage you to consider taking additional steps to protect your information. Information to assist you is contained on the enclosed *Additional Resources* sheet.

We take the protection of your information very seriously and apologize for any inconvenience. If you have any questions regarding this notification, you may reach us through the customer call center set up by Kroll to handle questions related to this incident. You may reach the customer call center by telephone toll-free at 1-855-401-2644. The customer call center is open from 8 am to 5 pm CST on Monday through Friday, excluding major holidays.

Sincerely,

Chris Michel
Senior Vice President, Global Human Resources

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (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. The credit reporting agencies may charge a fee to place a freeze, temporarily lift it or permanently remove it. The fee is waived if you are a victim of identity theft and have submitted a valid investigative or law enforcement report or complaint relating to the identity theft incident to the credit reporting agencies. (You must review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.)

For Massachusetts residents: The fee for each placement of a freeze, temporary lift of a freeze, or removal of a freeze is \$5.

For Rhode Island residents: The fee for each placement of a freeze, temporary lift of a freeze, or removal of a freeze is \$10.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For Rhode Island residents: You may contact the Rhode Island Office of the Attorney General, www.riag.ri.gov; 401-274-4400; consumers@riag.ri.gov; 150 South Main Street, Providence, Rhode Island 02903

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts and Rhode Island residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Credit Monitoring through TransUnion

You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals buy, sell, and trade personal information. You'll be promptly notified if evidence of your identity information being traded or sold is discovered.

Identity Consultation

You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Restoration

If you become a victim of identity theft, an experienced licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari.



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Date of Format: Month, Day, Year

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