



**MATRIX SERVICE**

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

Move to a higher standard™

<<Date>>

<<mail id>>  
[First Name] [Last Name]  
<<Street Address>>  
<<City>><<State>><<Zip>>

Dear <<First Name>> <<Last Name>>:

Matrix Service (“Matrix”) is committed to maintaining the privacy and security of our employees’ personal information, as such only a small number of employees have access to such information. Regrettably, we are writing to inform you of an incident involving some of that information.

On February 29, 2016, we and our parent company, Matrix Service Company, learned that on February 3, 2016, a targeted “spear phishing” email message had been sent to an employee of Matrix Service Company. Spear phishing emails are “an attempt by an individual or group to solicit personal information from unsuspecting users by employing social engineering techniques. Phishing emails are crafted to appear as if they have been sent from a legitimate organization or known individual.” The email the employee received was designed to appear as though it had been sent to the employee from the Matrix Service Company Chief Executive Officer, requesting the names, addresses, employee identification numbers, Social Security numbers, dates of birth, and salary information for all active employees, including Matrix Service Company subsidiary companies. Believing the email to be legitimate, the employee replied to the message on the day the email was received and attached a spreadsheet with the requested data, which included your personal information.

As soon as we became aware of this situation we notified the FBI and the IRS, and we are cooperating with their ongoing investigation. The IRS has indicated to us that they will monitor affected employees’ accounts for the purposes of attempting to prevent fraudulent tax refunds from being paid out.

We recognize this issue can be frustrating and we are taking steps to help protect you and to safeguard the personal information we receive and maintain going forward. **We have partnered with Equifax® to provide its Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product for one year at no charge to you. A description of this product, as well as additional information on how to prevent identity theft, is provided in the attached material, which also contains instructions about how to enroll (including your personal activation code).** If you choose to take advantage of this product, it will provide you with a notification of any changes to your credit information, \$1 million Identity Fraud Expense Coverage and access to your credit report. You must complete the enrollment process by September 4, 2016. We urge you to consider enrolling in this product, at our expense.

We regret any concern this may cause you. To help prevent something like this from happening again, we are reinforcing our information security training program with an emphasis on the detection and avoidance of phishing email scams and identifying opportunities to increase security within our information technology systems. Should you have further questions regarding this incident, you may call 1-844-754-5539, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Standard Time.

Sincerely,

Jim Ryan  
President

## Equifax Credit Watch™ Gold with 3-in-1 Monitoring

Activation Code: [INSERT Credit Monitoring Code]  
Register by: September 4, 2016

### About the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies. Note: You must be over age 18 with a credit file in order to take advantage of the product.

Equifax Credit Watch provides you with the following key features and benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax, Experian, and TransUnion** credit reports
- Wireless alerts and customizable alerts available (available online only)
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Up to \$1 million in identity theft insurance<sup>1</sup> with \$0 deductible, at no additional cost to you
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert<sup>2</sup> placement with automatic renewal functionality\* (available online only)

### How to Enroll: You can sign up online or over the phone

To sign up online for **online delivery** go to:  
[www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

1. **Welcome Page:** Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Activation Code:** You will be asked to enter your enrollment code as provided at the top of this letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

1 - 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. This product is not intended for minors (under 18 years of age).

2 - The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

## INFORMATION ABOUT PREVENTING IDENTITY THEFT

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

**Equifax**  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
(800) 525-6285

**Experian**  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
(888) 397-3742

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

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
(877) 438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.