



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

August 10, 2020

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SAMPLE A SAMPLE
APT 123
123 ANY ST
ANYTOWN, US 12345-6789



Dear Sample A Sample,

Rand Worldwide takes seriously the privacy and security of its employees, vendors and shareholders, and therefore wanted to timely release information regarding a data privacy incident involving your name and Social Security number. It is important to us that we provide information regarding this matter as well as resources that you can use to safeguard your personal information.

What happened?

On June 24, 2020, Rand Worldwide discovered that it fell victim to a ransomware attack that resulted in certain data being encrypted. Upon discovery, the Company immediately engaged a third party to conduct a forensic investigation with the objective of identifying the potential scope of access the threat actor may have had to the environment during the period of unauthorized access, which included arriving at a determination as to whether sensitive personal data was accessed by an unauthorized third party. The forensic investigation was recently completed and did conclude that certain information was compromised during the period of unauthorized access, including your name and Social Security number. Although the investigation did not find any evidence that the information has been misused, we have chosen to notify all potentially impacted parties of this incident out of an abundance of caution and in full transparency.

What we are doing?

Privacy of data is a top priority for Rand Worldwide. The Company can report that it did not lose access to its systems, backup systems, or other operational data. However, in an abundance of caution, it has implemented additional safeguards to further secure system information.

As an added precaution, Rand Worldwide is providing you with two years of credit monitoring and identity protection services through Experian. A description of services and instructions on how to enroll can be found within the enclosed *Steps You Can Take to Protect Your Personal Information*. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.

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What You Can Do.

You can review the enclosed *Steps You Can Take to Protect Your Personal Information*. We also encourage you to review your financial and account statements and immediately report all suspicious activity to the institution that issued the record.

For More Information.

We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact us at (833) 281-4830, Monday through Friday from 9 a.m. to 11 p.m. EST, and Saturday and Sunday from 11 a.m. to 8 p.m. EST. We can also be reached at Rand Worldwide Inc., 11201 Dolfield Blvd Ste 112, Owings Mills, MD 21117.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Rychlak". The signature is fluid and cursive, with a large initial "L" and a long horizontal stroke at the end.

Lawrence Rychlak

President and Chief Executive Officer

Rand Worldwide Inc.

Steps You Can Take to Protect Your Information

Enroll in Credit Monitoring.

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** October 31, 2020 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:** ABCDEFGHI

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 281-4830 by October 31, 2020. Be prepared to provide engagement number DB21735 as proof of eligibility for the identity restoration services by Experian.

Monitor Your Accounts.

To protect against the possibility of identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity.

Credit Reports.

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.

Security Freeze.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

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|---|--|--|
| Experian PO Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html | TransUnion P.O. Box 160 Woodlyn, PA 19016 1-888-909-8872 www.transunion.com/credit-freeze | Equifax PO Box 105788 Atlanta, GA 30348 1-888-298-0045 www.equifax.com/personal/credit-report-services |
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To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.



As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-836-6351

www.equifax.com/personal/credit-report-services

Additional Information.

You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission.

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. 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. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state’s Attorney General.

For Maryland residents, the Attorney General can be contacted by mail at 200 St. Paul Place, Baltimore, MD, 21202; toll-free at 1-888-743-0023; by phone at (410) 576-6300; consumer hotline (410) 528-8662; and online at www.marylandattorneygeneral.gov. ***For New Mexico residents***, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580. ***For New York residents***, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>. ***For North Carolina Residents***: The North Carolina Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400, and online at www.ncdoj.gov. ***For Rhode Island Residents***: The Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, 1-401-247-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately zero Rhode Island residents impacted by this incident. This notice has not been delayed by a law enforcement investigation.