

NAME1
NAME2
ADDRESS1
ADDRESS2

Via First Class Mail

Re: NOTICE OF DATA SECURITY INCIDENT

Dear [RECIPIENT]:

As a precautionary measure, we are writing to let you know about a data security incident that may involve your personal information maintained by Securus Technologies, Inc. in connection with your user account for our Facility Portal website.

WHAT HAPPENED?

Based on information available to us now, we believe that the incident took place around May 15, 2018 and may have resulted in unauthorized access to certain limited administrative information related to user account information for our Facility Portal website. While we can't confirm which user accounts may have been accessed, we are contacting all of the approximately 1,700 individuals that have a Facility Portal user account as a precautionary measure.

WHAT INFORMATION WAS INVOLVED?

If your information was accessed, the data may have included personal user account information such as user names, email address, phone numbers, and other publicly available information for authorized users of Facility Portal, as well as encrypted passwords and encrypted answers to security questions. The potentially accessed information did **not** include any social security numbers, driver's license numbers, credit card numbers, or financial account information.

WHAT WE ARE DOING:

We discovered this incident on May 16, 2018 and immediately mobilized extensive internal and external resources (including a third-party forensic security firm) to investigate. We are still conducting a review of the potentially affected accounts and systems, and we have taken steps to protect data from further unauthorized access, including taking the Facility Portal offline and requiring a reset of all Secure Call Platform (“SCP”) passwords (even though there is no indication that the incident was related to SCP or SCP user account information). We have installed additional controls in the environment and are continuously monitoring its systems. We will continue taking additional precautionary steps as our investigation progresses, and Facility Portal will remain offline until further notice.

In addition, we apologize sincerely for any inconvenience this may have caused.

WHAT YOU CAN DO:

Please review the attachment to this letter for further information on steps you can take to protect your information.

FOR MORE INFORMATION:

For further information and assistance, please contact us at (972) 277-0300 between 8:00 a.m. - 5:00 p.m. (Central) daily or FacilityPortalUsers@securustechnologies.com.

Respectfully,

Your Securus Team

Securus Technologies, Inc.

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

Obtain and Monitor Your Credit Report

You may also obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax	Experian	TransUnion
(800) 685-1111	(888) 397-3742	(800) 888-4213
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 740241	P.O. Box 4500	2 Baldwin Place
Atlanta, GA 30374	Allen, TX 75013	P.O. Box 1000
		Chester, PA 19016

Take Advantage of Additional Free Resources on Identity Theft

We recommend that you review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338).