



TERRASOND LIMITED

10 July 2018

Dear \_\_\_\_\_

TerraSond Limited ("TerraSond") is writing to inform you of a data security incident that may have exposed some of your personally identifiable information ("PII").

**What Happened?**

On or around June 14, 2018, we discovered that a former employee had been the victim of a malicious phishing attack, and tricked into giving out certain PII to an unauthorized party. Upon discovery of the incident, we immediately launched an investigation to determine what information was exposed and who was affected.

After investigating, we have determined that on or around February 14, 2018, a malicious attacker acquired the IRS Form W-2 information of some of our current and former employees. You are receiving this letter because your information was included in the compromised data.

We have not received any reports of anyone experiencing a negative impact as a result of this incident but, out of an abundance of caution, we wanted to make sure that you were made aware of it so that you could take appropriate preventative steps.

Our notification has not been delayed as a result of any law enforcement investigation.

**What Information Was Involved?**

The potentially compromised PII was contained in the compromised W-2 forms that were on file and includes: your first name, last name, address, social security number, wage information, and tax information. After learning of the security incident on June 14, 2018, we have been working, with the aid of outside resources, to help you avoid and/or minimize any negative consequences as much as possible.

**What Are We Doing?**

We take the protection of personal information very seriously and sincerely apologize for any inconvenience you may experience as a result of this incident. We have notified law enforcement of this incident and are working with the FBI to investigate further. We want you to know that we have determined the cause of the incident and are taking immediate actions to prevent future incidents of this nature. Specifically, TerraSond is working with outside consultants to implement any needed changes in how we protect the information of our employees, and will continue to conduct appropriate assessments of our system to ensure its security. To help safeguard your personal information following this incident, TerraSond is offering 12 months of credit monitoring services through LifeLock. The program being offered is called LifeLock Ultimate Plus and includes:

- ✓ LifeLock Identity Alert® System†
- ✓ Fictitious Identity Monitoring
- ✓ Investment Account Activity Alerts†
- ✓ Checking and Savings Account Application Activity Alerts†

- ✓ Bank Account Takeover Alerts†
- ✓ Annual Credit Reports & VantageScores: Three Bureaus<sup>1,2,3</sup>
- ✓ LifeLock Privacy Monitor
- ✓ Live, U.S.-based Member Service Support
- ✓ Identity Restoration Support
- ✓ Priority Live Member Service Support
- ✓ Dollar for Dollar Stolen Funds Reimbursement up to \$1,000,000 for LifeLock Ultimate Plus™†

To use this service, you will need to provide your personal information to LifeLock. You may sign up online at [www.lifelock.com](http://www.lifelock.com) or by phone by calling \_\_\_\_\_ using the following redemption code: \_\_\_\_\_

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options. Additional instructions are included following this letter.

The LifeLock programs are provided at no cost to you. TerraSond will **not** have access to your LifeLock account. **You must enroll by 09/07/2018 to take advantage of your credit monitoring service.**

#### **What You Can Do.**

We are notifying you so that you can take additional actions to minimize or eliminate potential personal harm. Because this is a serious incident, we strongly encourage you to take the following preventive measures to help detect and mitigate any misuse of your personal information:

- If you have not already done so, you should file your tax returns as you normally would.
- You should check to make sure that no one has fraudulently filed a tax return in your name. You should consider filing an IRS Form 14039 Identity Theft Affidavit with the IRS, available here: <https://www.irs.gov/pub/irs-pdf/f14039.pdf>
- The IRS has a Taxpayer Guide to Identity Theft, which we recommend you review here: <https://www.irs.gov/newsroom/taxpayer-guide-to-identity-theft>
- If you know or suspect that you are a victim of tax-related identity theft, the IRS recommends these additional steps:
  - Respond immediately to any IRS notice; call the number provided or, if instructed, go to [IDVerify.irs.gov](http://IDVerify.irs.gov)
  - Complete IRS Form 14039, Identity Theft Affidavit, if your e-filed return is rejected because of a duplicate filing under your SSN or you are instructed to do so. Use a fillable form at [IRS.gov](http://IRS.gov), print, then attach the form to your return and mail according to instructions.
  - Continue to pay your taxes and file your tax return, even if you must do so by paper.
  - If you previously contacted the IRS and did not have a resolution, contact \_\_\_\_\_ for specialized assistance.

- Contact the Identity Theft Resource Center (ITRC), which can provide you with guidance throughout this process. ITRC is a non-profit organization that provides consultation and helps possible victims of identity theft mitigate any damage caused and provides assistance communicating with the appropriate government and credit reporting agencies. ITRC provides its services free of charge, and is open seven days a week. You can contact them directly at 1-888-400-5530.
- Change user names, passwords, and security questions and answers, and take any other steps appropriate to protect online accounts.
- Closely monitor your financial accounts and promptly contact your financial institution if you notice any unusual activity. While your financial account information was not compromised, it is important to remain vigilant in monitoring for suspicious activity.
- *We also strongly encourage you to report incidents of suspected identity theft to your local law enforcement and state attorney general.*
- You may also contact the FTC to receive information about preventing identity theft, fraud alerts and security freezes:

**FTC**

1-877-ID-THEFT (1-877-438-4338)

Federal Trade  
Commission 600  
Pennsylvania  
Avenue, NW  
Washington, DC  
20580

<https://www.consumer.ftc.gov/features/feature-0014-identity-theft>

- We also recommend that you monitor your free credit reports. You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free 1-877-322-8228, 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 also may want to place a security freeze on your credit files by calling each of the three credit reporting agencies. 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 below. 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.)

Contact for the three agencies is below:

Equifax	Experian	TransUnion
P.O. Box 740241 Atlanta, GA 30374 1-800-685-1111 (general) 1-888-766-0008 (fraud alert)  1-800-685-1111 (security freeze) <a href="http://www.freeze.equifax.com">www.freeze.equifax.com</a>	P.O. Box 2104 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze">www.experian.com/freeze</a>	P.O. Box 2000 Chester, PA 19022 1-800-888-4213 (general) 1-800-680-7289 (identity theft and fraud)  <a href="http://www.transunion.com/credit-freeze/place-credit-freeze">www.transunion.com/credit-freeze/place-credit-freeze</a>

- You should also remain vigilant in protecting against incidents of identity theft, like reviewing account statements and obtaining and double-checking free credit reports. Further, report any suspected identify theft to local law enforcement.
- We recommend that you enroll in the credit monitoring service being offered above.

**For More Information.**

We encourage you to continue to take steps to help protect yourself from the fraudulent use of your identity. For more information or to ask further questions, you may contact myself, [redacted] by telephone at [redacted] or by email at [redacted]. Protecting your information is critical to us. Thank you for your ongoing patience and understanding as we work through this process.

Sincerely,

[redacted signature]

Thomas Newman  
President

Enclosure:

LifeLock Enrollment Instructions

TerraSond Limited has retained LifeLock to provide one (1) year of complimentary identity theft protection.

**To activate your membership and get protection immediately at no cost to you:**

1. Go to [www.lifelock.com](http://www.lifelock.com). Click on the red START MEMBERSHIP button.
2. You will be taken to another page where, below the three protection plan boxes, you can enter the promo code: \_\_\_\_\_ and click the APPLY button.
3. On the next page, enter your Member ID. ( \_\_\_\_\_ )
4. Click the red START YOUR MEMBERSHIP button.
5. You will receive a confirmation email (be sure to follow all directions in this email).

***If you prefer to enroll over the phone, please contact LifeLock at  
Please provide the enrollment agent the details listed above in this letter.***

**You will have until 09/07/2018 to enroll in this service.**

Once you have completed the LifeLock enrollment process, the services will be in effect immediately. Your LifeLock Ultimate Plus™ membership includes:

- ✓ LifeLock Identity Alert® System†
- ✓ Fictitious Identity Monitoring
- ✓ Investment Account Activity Alerts†
- ✓ Checking and Savings Account Application Activity Alerts†
- ✓ Bank Account Takeover Alerts†
- ✓ Annual Credit Reports & VantageScores: Three Bureaus<sup>1,2,3</sup>
- ✓ LifeLock Privacy Monitor
- ✓ Live, U.S.-based Member Service Support
- ✓ Identity Restoration Support
- ✓ Priority Live Member Service Support
- ✓ Dollar for Dollar Stolen Funds Reimbursement up to \$1,000,000 for LifeLock Ultimate Plus™‡

LifeLock backs up its services with its \$1 Million Service Guarantee‡.

No one can prevent all identity theft.

† LifeLock does not monitor all transactions at all businesses.

‡ Stolen Funds Reimbursement benefits and Service Guarantee benefits for State of New York members are provided under a Master Insurance Policy underwritten by State National Insurance Company. Benefits for all other members are provided under a Master Insurance Policy underwritten by United Specialty Insurance Company. Under the Stolen Funds Reimbursement, LifeLock will reimburse stolen funds up to \$25,000 for Standard membership, up to \$100,000 for Advantage membership and up to \$1 million for Ultimate Plus membership. Under the Service Guarantee LifeLock will spend up to \$1 million to hire experts to help your recovery. Please see the policy for terms, conditions and exclusions at [LifeLock.com/legal](http://LifeLock.com/legal).

1 Credit reports, scores and credit monitoring may require an additional verification process and credit services will be withheld until such process is complete. A reduced service fee will be charged until you verify your identity.

2 The VantageScore credit scores are VantageScore 3.0 credit scores based on data from Equifax, Experian and TransUnion respectively. Third parties may use a different VantageScore or a different type of credit score to assess your creditworthiness.

3 The VantageScore credit score provided under the offer described here uses a proprietary credit model designed by VantageScore Solutions, LLC. There are numerous other credit scores and models in the marketplace, including different VantageScores. Please keep in mind third parties may use a different credit score when evaluating your creditworthiness. Also, third parties will take into consideration items other than your credit score or information found in your credit file, such as your income.