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Re: Notice of Data Breach

[REDACTED]

We are writing to you regarding an incident involving a potential breach of your personal information.

What Happened

We learned that as a result of a computer coding error, your documents were incorrectly faxed to the wrong fax number, The documents being faxed related to you providing your tax payer identification information (w-9 form) in relation to our payment to you for services you provided in regard to a claim under one of our insurance policies.

What Information Was Involved

The faxed documents contained your name, address, and social security number.

What We Are Doing

We take our responsibility to safeguard personal information seriously and we wanted to make you aware of the potential breach of your personal information. At this time we are not aware of any evidence that your information has been or will be misused; however, as an added precaution, we have arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 24 months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-877-676-0379 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com using the following redemption code: [REDACTED]

[REDACTED]

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

What You Can Do

There are other steps you can take to further protect yourself against identity theft or other unauthorized use of personal information if you are concerned. Information regarding these steps is provided on the following pages.

We apologize for the inconvenience or concern that this incident may cause you. We remain committed to protecting the privacy of your personal information.

For More Information

If I may be of further assistance, please feel free to contact me directly;

Mary Beth Wieszcholek
200 Colonial Center Parkway
Lake Mary, FL 32746
4th Floor #4262
(407)-562-3135

Sincerely,

Mary Beth Wieszcholek
Assistant Director, Tax Services and Reporting Unit

Enclosure

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Steps You May Take To Protect Yourself Against Potential Misuse of Information

You can take some simple steps to protect yourself against possible identity theft or other fraudulent misuse of 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 suspected incidence of identity theft to proper law enforcement authorities, the attorney general, or the Federal Trade Commission (FTC).

To file a complaint with the FTC, you may do so at www.ftc.gov/idtheft <https://www.identitytheft.gov/> or call 1-877-ID-THEFT (877-438-4338). The FTC mailing address is 600 Pennsylvania Ave. NW, Washington, DC 20580. 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 a Copy of, and Monitor, Your Credit Report**

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, 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 print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.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 is provided below:

Equifax (800) 525-6285 www.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com P.O. Box 2002 Allen, TX 75013	Transunion (800) 680-7289 www.transunion.com P.O. Box 1000 Chester, PA 19022
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- **Fraud Alerts and Security Freezes**

In addition, you may contact the fraud departments of the three national consumer reporting agencies or the FTC to obtain information about placing fraud alerts or security freezes in your file. You have the right to ask that the three credit reporting companies place fraud alerts in your file. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. However, it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three national credit reporting companies. As soon as that company processes your fraud alert, it will notify the other two credit reporting companies which then must also place fraud alerts in your file. In addition, you can contact the national credit reporting



agencies regarding if and how you may place a security freeze on your credit report. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency.

Please see the above table for contact information for the three national consumer reporting agencies.

- **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.consumer.ftc.gov/topics/privacy-identity> or call 1-877-ID THEFT (877-438-4338).



Identity Protection Services from AllClear ID

All eligible* customers have access to AllClear Identity Repair and the option to enroll in AllClear Credit Monitoring.



AllClear Identity Repair



No enrollment required.

Automatic access to identity repair for all eligible customers.



Protects you on the internet and everywhere else. No matter where or how identity theft occurs, you are covered.



If you become a victim of identity theft, we fix it. AllClear ID will help do the work to recover your financial losses and restore your credit report.



All at no cost to you – ever. Our identity repair services are available to you free as an eligible customer.

How Identity Repair Works

If you become a victim of identity theft, a dedicated investigator from AllClear ID will act as your guide and advocate from start to finish by initiating the dispute process, and ensuring that your identity returns to its pre-fraud state.

If you have questions about protecting your identity, or if you suspect that your identity has been stolen:

1. Call the award-winning AllClear ID Identity Protection Support team at 1-877-676-0379.
2. Verify your eligibility.
3. Let AllClear ID help recover your losses and restore your credit.

AllClear Credit Monitoring

AllClear Credit Monitoring offers more protection and the option to enroll at any time – also at no cost to you. This service offers additional layers of protection including credit monitoring, a \$1M identity theft insurance policy, and child identity protection for eligible members under 18 years old.

How Credit Monitoring Works

This service helps you stay informed of your credit activity. AllClear ID sends alerts when banks and creditors use your identity to open new accounts. The alerts contain detailed information so that if there is fraudulent activity, you can take action.

To use AllClear Credit Monitoring, enrollment is required.

Eligible customers must provide their personal information to AllClear ID to enroll online or via phone.

1. Go to enroll.allclearid.com and enter your redemption code.
2. On the next page, complete the enrollment process.
3. After enrollment is complete, additional steps are required to activate your phone alerts.

How are identity repair and credit monitoring different?

Identity repair is the most important and comprehensive service available to you. With AllClear ID, no matter where or how identity theft occurs, you are covered. This service ensures that you get help from professionals trained to navigate the complicated process of identity repair.

Credit monitoring is an extra level of protection that specifically monitors new credit accounts opened in your name. When this happens, AllClear ID sends alerts so you can take action. This service is helpful if you think your Social Security number is either at risk or compromised.

Learn more about identity theft protection:

AllClear ID Blog: www.allclearid.com/blog

Federal Trade Commission: www.identitytheft.gov

Privacy Rights Clearinghouse www.privacyrights.org

Identity Theft Resource Center www.idtheftcenter.org

