



Processing Center · P.O. Box 3825 · Suwanee, GA 30024

John Q. Sample  
123 Fake St.  
Apt 22  
Austin, TX 78744

July 7, 2014

Dear John Q. Sample,

We have recently discovered that AECOM has been the victim of a computer security attack that resulted in the possible exposure of employee records containing employee personal information. As a result, some of your personal information may have been exposed to unauthorized parties.

Despite having implemented industry-leading cyber defense protections, a cyber attacker was able to penetrate some of our systems. We discovered the unauthorized intrusion when AECOM's security sensors notified us of suspicious behavior on the corporate network last month; and our investigation further determined last week that the attack impacted servers that contain employee payroll databases. This intrusion may have resulted in the exposure of personal information for present and past AECOM employees, including information such as names, addresses, Social Security numbers, and personal bank account numbers and routing information. The records at issue covered only employees who are on, or have been on, U.S. payroll.

While we do not know if any of your information was, in fact, exposed or used, we are re-doubling our efforts to protect our systems and we have taken every step necessary to quickly address this incident, including reporting the matter to law enforcement.

AECOM is taking this incident seriously and is committed to the security of your personal information. To that end, we have engaged AllClear ID, a leading identity protection company. The enclosure describes AllClear ID's identity protection services, which start on the date of this notice and can be used at any time during the next 12 months at no cost to you. AllClear ID has established a dedicated call center for AECOM inquiries and services, which can be reached at 1-877-615-3770. Important additional information on protecting your personal information is also enclosed.

Please be assured that we have moved rapidly to address the problem. Protecting employee information is one of our highest priorities, and we manage the security of our systems continuously. We are confident that we have secured our systems against this intrusion. In addition, we have made a number of security upgrades and are taking all appropriate additional steps to prevent further such incidents.

We apologize for any inconvenience that this incident may cause.

Sincerely,

A handwritten signature in black ink that reads "Tom Peck".

Tom Peck  
Senior Vice President and Chief Information Officer

## Overview of AllClear ID Services

AECOM is committed to the security of your personal information. To that end, we have engaged AllClear ID, a leading identity protection company. Through AllClear ID we are offering several services to help detect possible misuse of your personal information and to provide you with identity protection services focused on the detection and resolution of potential identity theft attempts. We have arranged for you to receive 12 months of identity protection services at no cost to you.

The AllClear ID identity protection services start on the date of this notice and can be used at any time during the next 12 months.

The AllClear ID call center, which can be reached at 1-877-615-3770, is available to you 8 a.m. to 8 p.m. Central Time, Monday through Saturday.

### **AllClear Secure**

You are automatically eligible for AllClear Secure — no action is required on your part to be eligible to use these services.

If you suspect any unauthorized financial activity or have questions about suspicious activity on your credit report, simply call 1-877-615-3770 and a dedicated AllClear ID investigator will help you. If a problem arises, they will work with you to help you recover any financial losses, restore your credit, and make sure your identity is restored.

### **AllClear Pro**

In addition, if you choose and provide authorization to AllClear ID, you will be provided with credit monitoring and a \$1 million identity theft insurance policy. This additional service is also offered at no cost to you. To use AllClear Pro, you will need to provide certain information to AllClear ID in order for them to activate the service.

You may sign up for AllClear Pro online at [enroll.allclearid.com](http://enroll.allclearid.com), or by phone at 1-877-615-3770. Additional steps may be required by you to activate your phone alerts and monitoring options. Please use the following redemption code: 9999999999.

## Information about Identity Theft Prevention

While we do not know if any of your personal information was, in fact, exposed or used, we recommend you take certain measures to protect and monitor your information.

We suggest you consider resetting your online account password for any bank accounts associated with AECOM's payroll processes. We also recommend that you change your password on any other websites on which you use a password that is the same or similar to that bank account password.

AllClear ID also provides the following additional recommendations regarding identity theft protection.

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

**Equifax**, P.O. Box 105139, Atlanta, Georgia 30374-0241, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)

**Experian**, P.O. Box 2002, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion**, P.O. Box 6790, Fullerton, CA 92834-6790, 1-800-916-8800, [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**Federal Trade Commission**, Consumer Response Center

600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

**Maryland Office of the Attorney General**, Consumer Protection Division

200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us)

**For residents of Massachusetts:** You also have the right to obtain a police report.

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

**North Carolina Attorney General's Office**, Consumer Protection Division

9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov)

**Fraud Alerts:** There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-800-525-6285, [www.equifax.com](http://www.equifax.com)

Experian: 1-888-397-3742, [www.experian.com](http://www.experian.com)

TransUnion: 1-800-680-7289, [www.transunion.com](http://www.transunion.com)

**Credit Freezes (for Non-Massachusetts Residents):** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number

that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties

will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax, P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)  
Experian, P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)  
TransUnion, LLC, P.O. Box 2000, Chester, PA, 19022-2000, [www.transunion.com](http://www.transunion.com)

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

**Credit Freezes (for Massachusetts Residents):** Massachusetts law gives you the right to place a security freeze on your consumer reports. A security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. Using a security freeze, however, may delay your ability to obtain credit. You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below:

Equifax, P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)  
Experian, P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)  
TransUnion, LLC, P.O. Box 2000, Chester, PA, 19022-2000, [www.transunion.com](http://www.transunion.com)

*Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company.