

Amgen Inc.  
c/o Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Mail ID>>

<<Name 1>>

<<Name 2>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<Address 4>>

<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Dear <<Name1>>:

We are sending this letter to you as part of Amgen's commitment to privacy to notify you of a recent incident involving unauthorized access to personal information maintained by Willis Towers Watson (WTW), which is an Amgen vendor.

#### **WHAT HAPPENED**

On April 23, 2018, we received a letter from WTW informing us that they had suffered a phishing incident that led to a breach of security and the potential unauthorized disclosure of personal information on February 21, 2018. The information that WTW maintained on behalf of Amgen related to claims brought against Amgen in civil litigation as well as worker's compensation and workplace injury claims. Your information was among this type of personal information that was maintained by WTW and could have been disclosed in this incident.

WTW, upon discovering the incident, took action to stop the attack and, working with a leading cybersecurity firm, undertook an assessment of the possible disclosure of personal information. There is no clear evidence that your information was viewed or disclosed. Further, according to the cybersecurity firm familiar with the particular hacking group that is suspected of undertaking the attack against WTW, these particular hackers are not interested in personal information of individuals, but instead they try to gain access to corporate resources for financial gain through fraudulent invoicing or vouchers.

While we have no evidence that your personal information was accessed or downloaded from WTW servers, it is possible that personal information may have been accessed or viewed. Therefore, to comply with «State» state law and to make sure that we provide you with assistance should you decide you need it, we are notifying you that WTW is providing you with complimentary credit monitoring.

#### **WHAT INFORMATION WAS INVOLVED**

The potential personal information involved included your: Name, Address, Phone Number, Date of the Incident you reported, Description of the Incident you reported, and, where a claim was paid, the amount that was paid. The Description of the Incident included a high-level description of the injury you may have suffered.

#### **WHAT ARE WE DOING**

As noted above, WTW has engaged a cybersecurity firm, investigated the incident, activated security protocols, and took steps to enhance account security.

To help protect your identity, WTW is offering you a complimentary one-year membership of TransUnion Credit Monitoring. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Please see the enrollment instruction on the attached sheet.

## WHAT CAN YOU DO

You will have access to your consumer credit report as part of the TransUnion product. You may also obtain a free copy of your credit report once every 12 months from each of the nationwide consumer reporting agencies by visiting <http://www.annualcreditreport.com> or by contacting the consumer reporting agencies at:

Equifax  
(800) 685-1111  
P.O. Box 740256  
Atlanta, GA 30374-0241  
[www.equifax.com](http://www.equifax.com)

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

TransUnion  
(800) 916-8800  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

We recommend that you check all of your consumer reports annually.

You may wish to place a fraud alert on your credit report. The fraud alert is a consumer statement that alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. Visit Experian's Credit Fraud Center [https://www.experian.com/fraud/center\\_rd.html](https://www.experian.com/fraud/center_rd.html) to add an initial fraud alert and immediately view your report for any potential fraudulent activity. You may also call 1 888 EXPERIAN (1-888-397-3742) to add a fraud alert.

We also recommend that you carefully review all your financial account statements to make certain there have been no unauthorized transactions made or new accounts opened in your name. Contact your financial institutions immediately if there is unauthorized activity on your accounts or if an unauthorized account has been opened in your name. You should also report any suspected identity theft to your local law enforcement agency or state attorney general.

You can obtain further information about fraud alerts and security freezes from these sources as well as from the Federal Trade Commission whose contact information is listed below.

## OTHER IMPORTANT INFORMATION.

If you want to learn more about the steps you can take to avoid identity theft, visit the Federal Trade Commission's website at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>. You can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-438-4338) or via mail to the FTC Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

## FOR MORE INFORMATION.

Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact us at (888) 528-1455 during the hours of 9:00 am - 9:00 pm (Eastern), Monday through Friday.

Please know that we take the security of your personal information very seriously. We maintain numerous safeguards to protect your information and require the same of the vendors who work on our behalf. Again, we sincerely apologize for this incident and regret any inconvenience it may cause you.

Best regards,



Zoe Philippides  
Chief Privacy Officer  
Amgen Inc.

## **ADDITIONAL INFORMATION FOR CERTAIN STATE RESIDENTS**

**CALIFORNIA:** The mailing of this notice was not delayed by law enforcement.

### **SECURITY FREEZE INFORMATION**

A security freeze prevents a consumer reporting agency from releasing your credit report without your authorization. However, using a security freeze may delay your ability to obtain credit. You may request that a freeze be placed on your consumer report by sending a written request to each credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below.

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

TransUnion (FVAD)  
P.O. Box 2000  
Chester, PA 19022-2000

The following information should be included when requesting a security freeze: full name, with middle initial and any suffixes; Social Security number; full date of birth; current address and previous addresses for the past two years. The request also should 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 recent utility bill, bank or insurance statement that verifies your current residence.

The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft and have submitted a police report relating to the identity theft to the consumer reporting company.

Each credit reporting agency will send a written confirmation to you regarding the freeze along with a unique personal identification number (PIN) that can be used by you to authorize the removal or lifting of the security freeze. It is very important for you to protect and remember the PIN. To lift the security freeze in order to allow a specific entity or individual access to your credit report or to remove the freeze, you must contact the credit reporting agencies and provide your identification information and the PIN.

You can also place, lift or remove a security freeze using consumer reporting agencies' websites:

Equifax: [https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)

Experian: <https://www.experian.com/freeze/center.html>

TransUnion: <https://www.transunion.com/credit-freeze/place-credit-freeze>

## **WHAT WE ARE DOING.**

### **Complimentary Credit Monitoring Service**

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go to the *myTrueIdentity* website at **www.mytrueidentity.com** and in the space referenced as “Enter Activation Code”, enter the following 12-letter Activation Code <<**Insert Unique 12-letter Activation Code**>> and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<**Insert static 6-digit Telephone Pass Code**>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<**Insert Date**>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)