



Return Mail Processing
PO Box 999
Suwanee, GA 30024

February 1, 2022

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SAMPLE A. SAMPLE - L01

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



NOTICE OF DATA BREACH

Dear Sample A. Sample:

At Faneuil, we value the trust that individuals place in us with their information, and we understand the importance of protecting information that we maintain. For these reasons, we are writing to inform you of a data security incident that involved your personal information. This notice explains the incident, measures that we have taken in response, and steps that you may consider taking as well.

WHAT HAPPENED?

We learned on August 18, 2021 that we were the target of a ransomware attack. In response, we immediately isolated all impacted systems to disrupt the attack and prevent further access by the attackers, and, working with independent cybersecurity experts, we launched a forensic investigation into the causes and impacts of the incident, as we also sought to rebuild systems and recover from the attack. In the course of our investigation, we learned that, prior to launching the attack, the attackers accessed and copied certain company records, including records of past and present Faneuil employees.

Because we value protecting individuals' information, we engaged with the ransomware group and ultimately paid them, and we received confirmation from the attackers that they destroyed all copied information. In addition, during our investigation and response to the incident, we engaged a digital risk protection firm to perform internet and dark web monitoring for indications of Faneuil data.

At this time, we have no reason to believe that any of the data went beyond the attackers, or was misused or made publicly available.

To help protect your information, we are offering a 24-month membership in Experian IdentityWorks. Directions for how to enroll in this service are provided below.

WHAT INFORMATION WAS INVOLVED?

The employment records accessed by the ransomware attackers included names, addresses at the time of employment, Social Security numbers, phone numbers, and email addresses.

WHAT WE ARE DOING

When we learned of this incident, we immediately isolated all systems in order to disrupt the attack and prevent further access by the attackers, and we engaged independent cybersecurity experts to investigate the causes and impacts of the incident. We also engaged an independent data risk protection firm to

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facilitate communications with the attackers. To protect individuals' personal information, we ultimately paid the attackers and received confirmation that they destroyed all copied information.

In addition, we reported the incident to and cooperated with law enforcement.

As part of our response to the incident, we implemented additional information security measures and rebuilt systems, to prevent any persistence of these attackers, to prevent similar future incidents and to enhance the protection of information that we hold. We are confident that our efforts to contain the attack and additional security measures will prevent similar attacks in the future.

WHAT YOU CAN DO

For more information about what you can do to protect your information, please review the attachment to this letter, *Steps You Can Take to Further Protect Your Information*.

In addition, we are providing a complimentary 24-month membership in Experian IdentityWorks service, to help protect your information. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: May 31, 2022 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your activation code: **ABCDEFGHI**

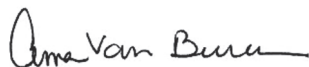
If you have any questions about the service, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 796-8641 by May 31, 2022. Be prepared to provide engagement number B026230 as proof of eligibility for the identity restoration services by Experian. Additional details about this service are also provided in the attachment.

FOR MORE INFORMATION

For further information and assistance, please call (833) 796-8641 between 9:00 AM and 11:00 PM EST, Monday through Friday and between 11:00 AM and 8:00 PM EST, Saturday and Sunday, or you may also contact us via our website at <http://faneuil.com/contact/>.

Please do not hesitate to contact us with any questions or concerns.

Sincerely,



Anna Van Buren
President and CEO

Steps You Can Take To Further Protect Your Information

- **Review 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. 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**

We also recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months, which you can do by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or 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/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 for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(866) 349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 4500
Allen, TX 75013

TransUnion
(800) 888-4213
www.transunion.com
2 Baldwin Place
P.O. Box 1000
Chester, PA 19016

- **Additional Details Regarding Experian IdentityWorks**

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian regarding any fraud issues, and have access to the following features after enrollment:

- **Experian Credit Report at Signup**: See what information is associated with your credit file.*
- **Credit Monitoring**: Actively monitors Experian file for indicators of fraud.
- **Identity Restoration**: Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE**: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance****: Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (833) 796-8641. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

- **Consider Placing a Fraud Alert on Your Credit Report**

You may also consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact the three credit reporting agencies identified above. Additional information is available at <https://www.consumer.ftc.gov/articles/what-know-about-credit-freezes-and-fraud-alerts>.

- **Security Freeze**

You have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It 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 apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze. Additional information is available at <https://www.consumer.ftc.gov/articles/what-know-about-credit-freezes-and-fraud-alerts>.

- **Take Advantage of Additional Free Resources on Identity Theft**

We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>.

For more information, please visit IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338). A copy of *Identity Theft: A Recovery Plan*, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf. You may also contact the FTC by calling 202-326-2222 or writing to Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington DC 20580.

North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, NC 27699.

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