

Garrett Mosier Insurance Services, Inc.
P.O. Box 3923
Syracuse, NY 13220



<Address>

October 22, 2021

Re: Notice of Security Incident

Dear <Name>:

GMGS Risk Management & Insurance Services (“GMGS”) is dedicated to providing quality insurance coverage to our clients. Out of an abundance of caution, we are writing to inform you of a data security incident that may have resulted in the exposure of some of your personal data. Please know we take the security of your information very seriously. GMGS sincerely apologizes for any inconvenience this incident may cause you. This letter contains information about the incident and steps you can take to further protect your information.

What Happened:

On December 21, 2020, GMGS discovered that an employee’s email account had been accessed by an unknown individual. After learning of the incident, GMGS engaged outside forensic experts to determine whether the incident resulted in the exposure of sensitive information. The forensic experts completed their investigation in February of 2021. GMGS then engaged a data review team to determine which individuals it needed to notify. At the end of June 2021, the data mining project confirmed that Personally Identifiable Information (“PII”) and Protected Health Information (“PHI”) may have been exposed as a result of the unauthorized email compromise. GMGS then engaged in an extensive review of its files to locate contact information for the impacted population.

What Information Was Involved:

Personal data such as your name, Social Security Number, Driver’s License number, date of birth, medical information and health insurance information may have been viewed by an unauthorized individual. At this time, GMGS has no reason to believe that any patient PII has been misused as a result of this incident.

What We Are Doing:

GMGS takes the security of your personal information very seriously, and has taken steps to prevent a similar event from occurring in the future, including implementing multifactor authentication. In order to help relieve concerns and restore confidence following this incident, we have arranged for certain impacted individuals to enroll in complimentary credit monitoring.

What You Can Do:

In an effort to help relieve concerns as a consequence of this incident, and out of an abundance of caution, GMGS is providing you with access to **Single Bureau Credit Monitoring*** services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your Experian credit file.

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This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you become a victim of identity theft. These services will be provided by Cyberscout, a company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring* services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. When prompted please provide the following unique code to receive services: **kuyae020djiz** In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

GMGS also refers you to the *Additional Important Information* section of this letter, which provides you with further information to obtain your credit report, place fraud alerts and freeze your credit.

For More Information:

The protection of your information is our top priority, and GMGS sincerely regrets any inconvenience that this matter may cause you. If you have any questions, or require additional information please call the following toll-free number: 1-800-40-6108. Representatives are available to assist you between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Representatives are available for 90 days from the date of this letter.

Sincerely,

Steven C. Mosier

Steven C. Mosier, ARM

GMGS Risk Management & Insurance Services

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Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Arizona, Colorado, District of Columbia, Maryland, Rhode Island, Illinois, New York, and North Carolina:

You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

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

Rhode Island Office of the Attorney General Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 www.riag.ri.gov

North Carolina Office of the Attorney General Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com

Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

New York Office of Attorney General Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

Colorado Office of the Attorney General Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 www.coag.gov

Arizona Office of the Attorney General Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

Illinois Office of the Attorney General Consumer Protection Division 100 W Randolph St., Chicago, IL 60601 1-800-243-0618 www.illinoisattorneygeneral.gov

District of Columbia Office of the Attorney General – Office of Consumer Protection: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; www.oag.dc.gov

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit

bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites 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 or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
800-525-6285

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.