



February 18, 2022

Notice of Data Breach

Dear _____ :

We are writing to provide you with information about a recent data incident involving Pekin Insurance (2505 Court Street, Pekin, IL 61558) that exposed some of your personally identifiable information. While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to address this incident and help alleviate concerns you may have.

What Happened?

An unauthorized party obtained login information belonging to an independent insurance agent, including the login ID and password to the Pekin Insurance agent website. The unauthorized third party used the stolen login information to view driver information hosted on an authorized third-party tool used by Pekin Insurance. This activity took place starting on December 4, 2021, and continued through January 6, 2022, when we discovered and terminated the unauthorized access. During our ongoing investigation of the incident, on January 21, 2022, we discovered that your personal information was potentially accessed by an unauthorized computer process.

What Information Was Involved?

We have conducted a thorough investigation to determine the personal information and individuals impacted. The exposed information for individuals included personally identifiable information (PII) with some combination of your name, address, driver's license number, and/or date of birth.

What We Are Doing?

We regret that this incident occurred and take the security of our information very seriously. Pekin Insurance has taken immediate steps to remove access from the unauthorized party and have contacted the independent agent office to change their login information to the Pekin agent website. Pekin Insurance is also implementing additional security safeguards such as data encryption and two-factor authentication.

We continue to monitor our system and login activity since our corrective actions have been implemented. We are also very aware of the concern an incident such as this can create. We are committed to helping those people who may have been impacted by this incident.

In response to the incident, we are providing you with free access to the following services:

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday, except holidays. Please call the help line 1-800-351-0128 and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described below is required.

Additionally, we are 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 credit file. 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.

How do I enroll for the free 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: **kzoiuary2ape** For you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

What You Can Do

Supplemental information is attached to this letter, including the Steps You Can Take to Protect Your Information as guidance on further protecting your personal data. You can also obtain information about fraud alerts and security freezes from the FTC and the credit reporting agencies listed below:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Should you wish to obtain a credit report and monitor it on your own:

- **You may** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261; 600 Pennsylvania Avenue, NW, Washington, DC 20580. They also provide information on-line at www.ftc.gov/idtheft.

At Pekin Insurance, we take our responsibilities to protect your personal information very seriously. We apologize for any inconvenience.

Sincerely,



RON MITCHELL
Vice President – Chief Underwriting Officer
Pekin Insurance Company

* Services marked with an "*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Steps You Can Take to Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by closely 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.

Additionally, you should report any fraudulent activity or suspected incidence of identity theft to proper law enforcement authorities, including local law enforcement to file a police report, the Attorney General, or the FTC. To file a complaint with the FTC, go to www.ftc.gov/idtheft 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.

Copy of 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 <http://www.annualcreditreport.com> or calling 877-322-8228. 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.

Fraud Alert

You may also consider placing a fraud alert on your credit report. An initial fraud alert is free and will remain 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 any of the three credit reporting agencies using the information below:

Equifax
1-800-525-6285
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 9532
Allen, TX 75013

TransUnion
(800) 680-7289
www.transunion.com
P.O. Box 2000
Chester, PA 19022

Additional Free Resources on Identity Theft

A copy of Take Charge: Fighting Back Against Identity Theft, 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 <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm>.