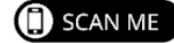




Return mail will be processed by: IBC
PO Box 847 • Holbrook, NY 11741

Enrollment Code: XXXXXXXX CM Code
XXXXXXXX

To Enroll, Scan the QR Code Below:



Or visit:

<https://app.idx.us/account-creation/protect>

XXXXXXXXXX Name XXXXXXXXX
XXXXXXXX ADDRESS 1 XXXXXXXX
XXXXXXXX ADDRESS 2 XXXXXXXX
XXXXXX CITY XXXXXX, XX 99999-9999

November 10, 2023

Notice of Data Breach

Dear XXXXXXXXX Name XXXXXXXXX:

Southland Integrated Services, Inc. (“SIS”) is committed to protecting the confidentiality and security of the information we maintain. We are writing to let you know about a data security incident that involved some of your information. This letter explains the incident, measures we have taken, and some steps you can take in response to protect your information.

What Happened:

On October 18, 2023, SIS identified suspicious activity within our computer systems. We immediately took steps to secure our systems, contain the incident, and began an investigation with the assistance of a third-party forensic firm. The investigation determined that an unauthorized party gained access to our computer network between October 16, 2023 and October 18, 2023 and, during that time, accessed some of the documents on our systems.

What Information was Involved:

Some of the files accessed may have contained your name, address, date of birth, vaccination status, Social Security number, driver’s license number, and/or financial account information.

What We are Doing:

To help prevent something like this from happening again, we have implemented, and will continue to adopt, additional safeguards to further protect and monitor our systems. Additionally, we are offering identity theft protection services through IDX. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do:

We encourage you to contact our dedicated call center with any questions and to enroll in the free identity protection services by calling (888) 996-3981, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. Please note the deadline to enroll is February 10, 2024.

For More Information:

We deeply regret any concern this incident may cause. If you have any questions about this incident, please call (888) 996-3981, Monday through Friday, between 6:00 a.m. – 6: 00 p.m., Pacific Time.

Sincerely,

Southland Integrated Services

SOUTH-ADT-CM



Recommended Steps to help Protect your Information

- 1. Website and Enrollment.** Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at (888) 996-3981 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

Fraud Alerts: There are two types of general fraud alerts 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 one year. 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. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

SIS's mailing address is 9862 Chapman Ave. Garden Grove, CA 92841 and its phone number is (714) 620-7001