



USG Insurance Services, Inc. (“USG”) experienced a cybersecurity incident that may have resulted in the unauthorized access to some of auto and garage policyholders’ employees’ personal information. USG takes the security of this personal information very seriously, and we sincerely apologize for any inconvenience this incident may cause.

USG is committed to the protection of the personal information it collects and stores, this notice contains information about the incident and steps USG has taken to protect personal information moving forward.

On October 27, 2020 USG discovered that an unauthorized user had gained access to its network. Upon discovery of the unauthorized access, USG immediately engaged a third party professional cybersecurity forensics team to investigate the incident and determine the scope and extent of the unauthorized access and determine whether any sensitive policyholder information was compromised.

The forensics investigation discovered that the unauthorized individual may have had access to our policyholders’ employees’ Personally Identifiable Information (“PII”). Given the nature of the cybersecurity incident, USG was unable to review its systems to determine which individuals’ PII may have potentially been accessed. USG was able to confirm, that first and last name in combination with driver’s license and/or state identification numbers.

The exfiltrated PII did not include any of our policyholders’ employees’ financial account information, credit or debit card information, or social security numbers.

At this time, there is no evidence that any personal information has been misused as a result of this incident. We take the security of all information in our control very seriously, and are taking steps to prevent a similar event from occurring in the future, including but not limited to updating and installing enhanced security measures and implementing tenant wide password changes.

We sincerely regret any inconvenience that this matter may cause your policyholders and remain dedicated to maintaining the security and protection of information in our control.

Sincerely,

USG Insurance Services