



CSC ServiceWorks
Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

Postal Endorsement Line

<<Full Name>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<City>>, <<State>> <<Zip>>
<<Country>>
***Postal IMB Barcode

<<Date>>

NOTICE OF DATA BREACH

Dear <<Full Name>>,

CSC ServiceWorks is writing to inform you about an incident that may have exposed your personal information to unauthorized persons. CSC is providing this notice to give you more information on what happened and an opportunity to enroll in free credit monitoring.

WHAT HAPPENED

On February 4, 2024, we became aware of unusual activity on our network. We promptly began working with cybersecurity experts to investigate and subsequently determined that an unauthorized third party gained access to a portion of our computer system. Based on our investigation, we believe they had access from September 23, 2023, to February 4, 2024. Once we identified the affected data, we promptly engaged a data-review firm to determine what information was in those files. We received those results on June 17, 2024, and since then, we have been working to identify the correct addresses for the affected individuals.

WHAT INFORMATION WAS INVOLVED

Our investigation determined that some combination of the following types of personal information related to you may have been impacted: full name, date of birth, contact information, government identification (such as your Social Security or driver's license number), financial information (such as your bank account and routing number), health insurance information, and limited medical information.

WHAT WE ARE DOING

We hired third-party experts to address this situation, perform an investigation into the unauthorized activity, and further secure our systems to protect your information. We also notified law enforcement, which did not delay this notice.

WHAT YOU CAN DO

Enclosed with this letter you will find steps you can take to protect yourself. In addition, we are offering a complimentary <<CM Duration>>-year membership to Experian's IdentityWorks. This product helps detect possible misuse of personal information. To register, please:

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit
- Provide your **activation code:** <<Activation code>>

If you have questions or want an alternative to enrolling in Experian IdentityWorks online, please contact Experian at (877) 288-8057 by <<Enrollment Deadline>> and provide them engagement number <<Engagement Number>>.

FOR MORE INFORMATION

We have established a toll-free call center to support you and answer your questions. You can contact the call center at (888) 244-2820, and one of our representatives will be happy to assist you, from 9:00 am to 9:00 pm ET, Monday through Friday (excluding holidays). Thank you for your understanding and patience.

Sincerely,



Christopher E. Mack
Chief Financial Officer
CSC ServiceWorks
35 Pinelawn Rd. Suite 120
Melville, NY 11747
www.cscsw.com

ADDITIONAL STEPS YOU CAN TAKE

Remain vigilant – We encourage you to remain vigilant for fraud or identity theft by reviewing your account statements and free credit reports. You can also find additional suggestions at www.IdentityTheft.gov/.

- You should confirm that your credit card company has the correct address on file for you and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company and inform them that you have received this letter.
- You should obtain and review a free copy of your credit report by visiting www.annualcreditreport.com or calling (877) 322-8228. If the report is incorrect, you should contact the appropriate consumer reporting agency—Equifax, Experian, or TransUnion.

Consider placing a fraud alert or security freeze on your credit file – Consumer reporting agencies have tools you can use to protect your credit, including fraud alerts and security freezes.

- A fraud alert is a free, cautionary flag you can place on your credit file to notify companies extending you credit that they should take special precautions to verify your identity. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency.
- A security freeze is a more dramatic step that will prevent others from accessing your credit report, which will prevent them from extending you credit. You must contact each consumer reporting agency separately to order a security freeze, and they may require you to provide them with your full name, Social Security number, date of birth, and current and previous addresses. You can obtain more information about security freezes by contacting the consumer reporting agencies or the Federal Trade Commission. There is no fee for requesting, temporarily lifting, or permanently removing a security freeze with any of the consumer reporting agencies.

Report suspicious activity – If you believe you are the victim of identity theft, consider (1) notifying your Attorney General, local law enforcement, or the Federal Trade Commission; (2) filing a police report and requesting a copy of that report; and (3) visiting www.IdentityTheft.gov to report the issue and get recovery steps.

Contact relevant authorities – You may contact the below resources to (1) get more information on fraud alerts or security freezes and (2) learn more about protecting yourself from fraud or identity theft.

Federal Trade Commission
600 Pennsylvania Ave. NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov

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www.equifax.com

Experian
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Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion
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(888) 909-8872
www.transunion.com

For Maryland Residents: the Maryland Attorney General may be contacted at: Office of the Attorney General, 200 St. Paul Place, 25th Floor, Baltimore, MD 21202; (888) 743-0023; www.marylandattorneygeneral.gov.

For North Carolina Residents: the North Carolina Attorney General may be contacted at: Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27669; (919) 716-6400; www.ncdoj.gov.

For New York Residents: the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224; 1-800-771-7755; www.ag.ny.gov.

For Rhode Island Residents: the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and (401) 274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are <<RI Count>> Rhode Island residents impacted by this incident.

For Washington, D.C. Residents: the District of Columbia Attorney General may be contacted at: Office of the Attorney General, 400 6th Street, NW, Washington, D.C. 20001; (202) 727-3400; <https://oag.dc.gov/>.

You can also find your Attorney General's contact information at: <https://www.usa.gov/state-attorney-general>.

Review the Fair Credit Reporting Act – You also have certain rights under the Fair Credit Reporting Act (FCRA), including the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit:

<https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>.



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WHAT YOU CAN DO

Enclosed with this letter you will find steps you can take to protect your child. In addition, we are offering your child a complimentary <<CM Duration>>-year membership to Experian’s IdentityWorks Minor Plus. This product helps detect possible misuse of your child’s personal information. To register, please:

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/minorplus>
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ADDITIONAL STEPS YOU CAN TAKE

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- If your child has a credit card, you should confirm that their credit card company has the correct address on file for you and your child and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company to inform them that you have received this letter.
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