

# Notice of Data Security Incident

August 20, 2024 – VeriSource Services, Inc. (“VSI”) experienced a data security incident that involved personal information belonging to employees and dependents of companies that use VSI’s services and has provided notice of this incident to impacted individuals.

On February 28, 2024, VSI became aware of unusual activity on our network environment. Upon discovering this activity, VSI immediately took steps to secure our network and launched an investigation with the assistance of independent cybersecurity experts. The investigation subsequently revealed that certain personal information was acquired without authorization on or about February 27, 2024. VSI then commenced a comprehensive review of the affected data to determine whether any sensitive data was involved and whether personal information may have been affected. On August 12, 2024, that review concluded, and we confirmed that certain personal information was involved. We then took steps to notify impacted individuals of the incident as quickly as possible.

Based on the investigation, the affected information may have included names, dates of birth, and Social Security numbers. Please note that not all data elements were affected for all individuals.

As soon as VSI discovered the incident, we took the steps referenced above. VSI notified the Federal Bureau of Investigation and will provide whatever cooperation is necessary to hold the perpetrators accountable, if possible. VSI also notified the U.S. Health and Human Services Office for Civil Rights and consumer reporting agencies of this incident. VSI has also taken additional steps to prevent a similar event from occurring in the future.

VSI is not aware of any evidence of the misuse of any information potentially involved in this incident. However, on August 20, 2024, VSI mailed notice of this incident to potentially impacted individuals for which VSI had identifiable address information. The notice sent to impacted individuals provided information about the incident and resources that potentially impacted individuals could utilize to protect their information including the opportunity to enroll in complimentary identity protection services through IDX.

VSI has established a toll-free call center to answer questions about the incident and to address related concerns. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time (excluding major U.S. holidays) and can be reached at 1-877-201-0015. All affected individuals may qualify for complimentary identity protection services through IDX. Individuals who have not received a notification letter must obtain verification of eligibility through the call center to enroll in services.

The privacy and protection of personal and protected health information is our top priority, and VSI deeply regrets any inconvenience or concern this incident may cause.

*VSI is providing the following information about steps that individuals can take to help protect their information:*

## What steps can I take to protect my information?

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.
- Notify your financial institution immediately of any unauthorized transactions made, or new accounts opened, in your name.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identity theft. The FTC’s website offers helpful information at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

## What should I do to protect myself from payment card/credit card fraud?

We suggest that you review your debit and credit card statements carefully in order to identify any unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

## How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

## How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze

PO Box 105788

Atlanta, GA 30348

1-800-685-1111

[www.equifax.com](http://www.equifax.com)

Experian Security Freeze

PO Box 9554

Allen, TX 75013

1-888-397-3742

[www.experian.com](http://www.experian.com)

TransUnion (FVAD)

PO Box 2000

Chester, PA 19022

1-800-888-4213

[www.transunion.com](http://www.transunion.com)