



LIBERTY TITLE

«First_Name» «Middle_Name_or_Initial» «Last_Name» «Suffix_Jr_II_III»
«Street_Address»
«City», «State» «Zip_Code»

12/28/2020

Dear «First_Name»:

At Liberty Title Agency, Inc. (“Liberty Title”), we understand the importance of protecting and securing the personal information that we maintain. I am writing to inform you of an incident that may have involved some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

We completed an investigation into unauthorized access to some of our company servers. Our investigation determined that the access occurred on May 14, 2020. Upon discovering the incident, we immediately took steps to secure our systems, contacted law enforcement, and began an investigation with the assistance of a cybersecurity firm. Our investigation determined that an unauthorized person accessed certain files on our servers and transferred at least some of those files outside of our network. We negotiated with the unauthorized person to ensure that your information would not be further disclosed and we obtained confirmation that the files that had been removed were destroyed. On October 22, 2020, we determined that your «**Variable_Data**» were contained in the files accessed and/or transferred out of our network by the unauthorized person.

We want to assure you that we take this incident very seriously and although to date, we have no evidence of any misuse of your information, we wanted to inform you of this incident and offer general recommendations on ways to protect your information. As an added precaution, we are providing you with access to **Triple Bureau Credit Monitoring/Triple Bureau Credit Report/Triple Bureau Credit Score/Non-Credit Public Records monitoring/Cyber Monitoring**^{*1} services at no charge through CyberScout. These services provide you with alerts for twelve months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. In addition to credit related data, the services will also monitor any changes to your non-credit public records including: Change of Address, Court Records and Social Security number trace. Cyber monitoring will look out for your personal data on the dark web and alert you if your personally identifiable information is found online. Finally, 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.

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: «**Enrollment_Code**» In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

¹Services 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

We deeply regret any inconvenience or concern this incident may cause you. To further protect personal information, we continue to review our systems and we have implemented additional measures to further enhance and strengthen our existing security processes. If you have any questions, please call 1-800-405-6108, Monday through Friday between 8:00 a.m. and 5:00 p.m. Eastern time. For questions about the services discussed in this letter, please supply the CyberScout specialist with your unique code listed above.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tom Richardson', with a stylized flourish at the end.

Tom Richardson
General Counsel/CEO

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 and Credit or Security Freezes:

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.

Additional information for residents of the following states:

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov