

APPENDIX

After discovering unusual network activity, Alenco immediately took steps to secure its systems and began working to implement enhanced security measures. Alenco's team promptly launched an investigation, notified law enforcement and engaged leading third-party specialists to assist with its investigation of this incident. The investigation determined that an unauthorized party gained access to the network between August 3, 2020 and August 9, 2020. During that time, the unauthorized party acquired copies of certain information pertaining to a limited number of individuals that was stored within Alenco's systems. Alenco conducted a comprehensive review of all files involved, and determined on October 22, 2020, that they contained the name and Social Security number of one Maine resident.

On November 20, 2020, Alenco will mail a notification letter to the Maine resident in substantially the same form as the enclosed letter via U.S. First-Class mail in accordance with 10 M.R.S.A. § 1348(1).¹ Alenco is offering the individual a complimentary, one-year membership to credit monitoring and identity protection services. Alenco has also established a dedicated, toll-free call center where individuals may obtain more information regarding the incident.

To help prevent this type of incident from occurring in the future, Alenco has implemented enhanced network monitoring tools, and further strengthened its security processes.

¹ This notice does not waive Alenco's objection that Maine lacks personal jurisdiction over it regarding any claims related to this incident.



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

At Alenco, we take the privacy and security of the information we hold very seriously. Unfortunately, we are writing to inform you that we recently identified and addressed a security incident that may have involved access to some of your information. This notice explains the incident, outlines the measures we have taken and provides steps you can take in response.

After discovering unusual network activity, we immediately took steps to secure our systems and began working to implement enhanced security measures. Our team promptly launched an investigation, notified law enforcement and engaged leading third-party specialists to assist with our investigation of this incident. The investigation determined that an unauthorized party gained access to our network between August 3, 2020 and August 9, 2020. During that time, the unauthorized party acquired copies of certain information pertaining to a limited number of individuals that was stored within our systems. We have conducted a comprehensive review of all documents involved, and determined on October 22, 2020, that the files taken by the unauthorized party may have contained your information, including your <<b2b_text_1 (Impacted Data)>>.

Please note, we have no evidence that your information has been misused, and arranged for the unauthorized party to delete the files that were removed from our network, and that party has confirmed to us that they were deleted. However, out of an abundance of caution, we have arranged to provide identity monitoring at no cost to you for one year through Kroll, a leader in risk mitigation and response. Kroll's team has extensive experience helping people detect possible misuse of their information when they face an unintentional exposure of confidential data.

The identity monitoring services we are making available to you include credit monitoring, fraud consultation and identity theft restoration. For more information on identity theft prevention and Kroll Identity Monitoring, including instructions on how to activate your complimentary membership, please visit the below website and see the additional information provided with this letter.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

*You have until **February 19, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

We deeply regret that this incident occurred and sincerely apologize for any concern or inconvenience this may cause you. We have implemented enhanced network monitoring tools, and further strengthened our security processes to help prevent incidents like this from occurring in the future. We have also established a dedicated call center to help answer any questions you may have about this incident. The call center is available at 1-833-971-3239, Monday through Friday, 7:00 a.m. - 7:00 p.m. Central Time, and 8:00 a.m.- 5:30 p.m. Central Time on Saturday.

Sincerely,

Alenco

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

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 you 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. This makes it more difficult for identity thieves to open new accounts in your name 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 on your credit reports. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions on how to place a security freeze on your credit reports, 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 when requesting a freeze. 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 receiving 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.

If your medical or health insurance information was identified, we recommend that you review statements you receive from your health insurer or healthcare provider. If you see services you did not receive, please contact your insurer or provider immediately.

If your username and password was identified, we recommend you promptly reset your password to the account, as well as all other accounts for which you use the same or a similar username and password.

Additional information for residents of the following states:

Maryland: Alenco is located at 5020 Weston Parkway, Suite 400, Cary, NC 27513 and can be reached at 919-677-3900. You may contact and obtain information from your state attorney general at: Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

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

Rhode Island: This incident involves one individual in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: Rhode Island Attorney General's Office, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.
- You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.