



Risk Management & Insurance Services

Notice of Data Breach

GMGS Risk Management & Insurance Services (“GMGS”) experienced a data security incident that may have resulted in the unauthorized access to personal information belonging to our policyholders’ employees. GMGS takes the security of the personal information it collects very seriously, and we sincerely apologize for any inconvenience this incident may cause. While GMGS has no evidence that anyone’s personal information has been misused, this notice contains information about the incident and steps individuals can take to protect their information.

What Happened?

On December 21, 2020, GMGS discovered that an employee’s email account had been accessed by an unknown individual. After learning of the incident, GMGS engaged outside forensic experts to determine whether the incident resulted in the exposure of sensitive information. The forensic experts completed their investigation in February of 2021. GMGS then engaged a data review team to determine which individuals it needed to notify. At the end of June 2021, the data mining project confirmed that Personally Identifiable Information (“PII”) and Protected Health Information (“PHI”) may have been exposed as a result of the unauthorized email compromise. GMGS then engaged in an extensive review of its files to locate contact information for the impacted population.

What Information Was Involved?

The forensic investigation determined that some of the files on our systems were accessed by the unauthorized individual. Upon further review of the files that were impacted, GMGS discovered that personally identifiable information, such as individuals’ name in combination with one or more of the following attributes may have been impacted: Social Security Number, Driver’s License number, date of birth, medical information and health insurance information may have been viewed by an unauthorized individual.

What We Are Doing:

GMGS takes the security of your personal information very seriously, and has taken steps to prevent a similar event from occurring in the future, including implementing multifactor authentication. In order to help relieve concerns and restore confidence following this incident, we have arranged for certain impacted individuals to enroll in complimentary credit monitoring.

What You Can Do:

Upon discovery of this incident, GMGS has arranged for certain impacted individuals to enroll in complimentary credit monitoring. ***If you think you were impacted by this incident and believe you are eligible for the credit monitoring, please call the number below.*** Additionally, GMGS recommends that you continue to remain vigilant in monitoring your personal information. GMGS

refers you to the *Additional Important Information* section of this letter, which provides you with further information to obtain your credit report, place fraud alerts and freeze your credit.

More Information:

The protection of the information in our control is a top priority, and we sincerely regret any concern or inconvenience that this matter may cause. If you have any questions or want to enroll in the complimentary identity monitoring services, please call 1-800-405-6108 Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time excluding U.S. holidays.

Additional Important Information

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone or online.

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years.

Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/fraud/center.html	TransUnion P.O. Box 2000 Chester, PA 19016 1-800-680-7289 www.transunion.com/fraud-alerts	Equifax P.O. Box 105069 Atlanta, GA 30348 1-888-525-6285 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/
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Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children

under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion P.O. Box 160 Woodlyn, PA 19094 1-888-909-8872 www.transunion.com/credit-freeze	Equifax P.O. Box 105788 Atlanta, GA 30348-5788 1-888-298-0045 https://www.equifax.com/personal/credit-report-services/credit-freeze/
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More information can also be obtained by contacting the Federal Trade Commission:
Federal Trade Commission - Consumer Response Center: 600 Pennsylvania Ave, NW,
Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.identitytheft.gov.