



September 6, 2022

Data Incident Notice

We are writing to notify you of an incident that may affect the security of your personal information. On or about February 1, 2022, an unauthorized user logged on to two (2) Microsoft 365 (“M365”) user accounts belonging to Manorhouse Management, Inc. (“Manorhouse”). During the period of unauthorized access, the user may have had access to the unencrypted and unredacted computerized data contained in the two impacted M365 accounts. We are providing this notice to ensure that you are aware of the incident and so that you may take steps to monitor your identity, financial accounts and any existing credit file should you feel it is appropriate to do so.

While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.

What is Manorhouse doing to address this situation?

Upon learning of the unauthorized activity on our system, Manorhouse immediately launched an internal investigation into this incident. Manorhouse also retained external, nationally recognized computer forensic experts to confirm these findings and to identify the full extent of data potentially exposed as result of this incident. The investigation determined it is possible that files containing protected health information may have been accessed during this incident.

In response to the incident, we are providing identity monitoring services at no charge. These services provide you with alerts for two years if there are any critical changes to your credit files at TransUnion, Experian and Equifax, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The subscription also includes access to identity restoration services that provide assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.) These services will be provided by TransUnion Interactive, a subsidiary of TransUnion[®], one of the three nationwide credit reporting companies.

How do I enroll for the free services?

To enroll in this service, please call 877-351-2624, at which time an agent will provide you with an activation code. You can then go directly to the *myTrueIdentity* website at www.mytrueidentity.com and in the space referenced as “Enter Activation Code”, enter your provided 12-letter Activation Code and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, three-bureau credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the following 6-digit telephone pass code **699771** and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **October 31, 2022**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion®, Experian® and Equifax®, or an address in the United States (or its territories) and a valid Social Security number or are under the age of 18. Enrolling in this service will not affect your credit score.

What can I do on my own to address this situation?

To further protect against possible identity theft, fraud or other financial loss, we encourage you to remain vigilant, to review your account statement, to monitor your credit reports for suspicious activity, and to only respond to emails from a known/authenticated sender. If you choose not to use these services, we strongly urge you to do the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- Under U.S. law, you are entitled to one (1) free credit report annually from each of the three major credit reporting bureaus. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204).
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- You may also contact the three major credit bureaus directly to request a free copy of your credit report. At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because a fraud alert tells creditors to follow certain procedures to protect you, it could delay your ability to obtain credit while the agency verifies your identity.


You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1877-ID-THEFT (877-438-4338); TTY; 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them, and information regarding fraud alerts and security freezes may also be obtained from the Federal Trade Commission. Instances known or suspected identity theft should also be reported to law enforcement and/or your state’s Attorney General.

What if I want to speak with Manorhouse regarding this incident?

You may still feel the need to speak with Manorhouse Management regarding this incident. We have established a confidential assistance line for you to utilize if you have questions about your credit monitoring benefits, need help accessing your credit report, or passing identity verification. Please contact the myTrueIdentity Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern time.

We apologize for any inconvenience or concern that this may have caused you. Please know that we are taking steps that will prevent this from happening again in the future, and that the safety and security of your personal information remains a top priority for Manorhouse Management. Thank you for your patience, understanding and support of Manorhouse as we ensure your personal security.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Bonnell". The signature is fluid and cursive, with the first name "Jim" and last name "Bonnell" clearly distinguishable.

Jim Bonnell
Chief Operating Officer