

# TIC International Corporation

## Notice of Data Security Incident

Carmel, Indiana - October 25, 2022 – TIC International Corporation (“TIC”), a health, pension, 401k, and other benefit funds administrator, experienced a data security incident that may have impacted data belonging to certain fund participants.

On March 30, 2022, TIC experienced a system disruption due to an encryption attack. TIC hired cybersecurity experts to assist with its response and to determine whether any personal information was affected. The investigation determined that personal information was acquired during the incident. Following this confirmation, TIC undertook a thorough and time-consuming review of the potentially affected files to determine what personal information may have been involved, to locate mailing information, and to set up identity protection services being offered. This process was completed on October 18, 2022.

While TIC has no evidence that any information potentially involved in this incident has been misused, TIC is informing affected individuals about the steps they can take to help protect their information. TIC is also providing credit and identity protection services to individuals whose Social Security numbers were impacted. The potentially affected information varies by individual, but may include: name, address, Social Security number, date of birth, and protected health information.

TIC has enhanced the security of its network to help prevent similar incidents from occurring in the future. In addition, TIC has reported the matter to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to hold the perpetrators accountable.

TIC has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available Monday through Friday between 8am to 5:30pm CST and can be reached at 855-544-2905.

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

While we are not aware of the misuse of any potentially affected individuals’ information, we are providing the following information to help those wanting to know more about steps they can take to help protect their information:

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

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in your name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC’s website offers helpful information at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).
- Additional information on what you can do to better protect yourself is included in your notification letter.

### **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. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Use the following contact information for the three nationwide credit reporting agencies:

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

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

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor 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 included in the letter and is also listed at the bottom of this page.

**How do I put a security freeze on my credit reports?**

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, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, 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) address. You may also be asked to provide other personal information such as your email address, 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. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

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  
1-800-909-8872  
[www.transunion.com](http://www.transunion.com)

**What should I do if my family member was involved in the incident and is deceased?**

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.