



*The Power to Question*

C/O ID Experts  
PO Box 10444  
Dublin, Ohio 43017

To Enroll, Please Call: 800-382-2630 Or Visit: <a href="http://www.IDExpertsCorp.com/protect">www.IDExpertsCorp.com/protect</a> Enrollment Code: [XXXXXXXXXX]
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<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

<<Date>>

### Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>:

We are writing to inform you of an incident that may have resulted in unauthorized access to and acquisition of your personal information and, out of an abundance of caution, we are offering you one year of identity protection services, as described below.

#### What Happened?

On Monday, December 18, 2017, we discovered a burglary had occurred in our Santa Cruz office on or around December 17, 2017. We immediately contacted law enforcement and began an investigation in order to determine what happened and what may have been affected as a result. As a result of our investigation, we have determined that two computers were stolen, both of which were used for HR functions, but neither of which are capable of remotely accessing our systems. While it was our general practice to store documents with sensitive personal information about employees and their beneficiaries and dependents on our servers and not on the local computers, our investigation has revealed that records containing some personal information was stored on at least one of the computers. Although we have no evidence to suggest that your personal information was accessed by an unauthorized third party, we recommend that you take advantage of the identity theft protection services we are offering below.

#### What Information Was Involved?

It is possible that the following personal information may have been accessed and acquired as a result of this incident: full name, postal address, date of birth, Social Security number, and medical and health insurance information.

#### What Are We Doing?

We have implemented, and continue to implement, additional security controls designed to further safeguard our systems, devices, and the information contained within them. These new protections include encrypting laptop and desktop computers that contain sensitive personal information and enabling software capable of locating, disabling, and remotely destroying data on Santa Cruz computers. We have also notified, and are working with, local law enforcement and the FBI in an attempt to identify the perpetrator(s) and will provide whatever cooperation necessary to do so.

As an added precaution, we are offering you the MyIDCare identity theft protection services through ID Experts®, at no cost to you. ID Experts' fully managed recovery services will include: 12 months of Single Bureau Credit Monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and complete access to their fraud resolution representatives. With this protection, ID Experts will work on your behalf to resolve issues, in the event your identity is compromised. **Please Note: Minors, under the age of 18, should not have a credit history established and are under the age to secure credit. Therefore, credit monitoring, fraud alerts, and security freezes may not be applicable at this time.**

#### **What You Can Do:**

We encourage you to enroll in the ID Experts® service at [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect) and use the Enrollment Code at the top of this letter. You may enroll by phone if you prefer by calling **800-382-2630**, Monday through Friday from 9 am - 9 pm Eastern Time.

Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information.

We also encourage you to activate the credit monitoring provided as part of your membership with ID Experts, paid for by Santa Cruz Biotechnology. While credit monitoring is included in the membership, you must affirmatively activate it for it to be effective. **You must have established credit and access to a computer and the internet to use this credit monitoring service.** If you need assistance, ID Experts will be able to assist you over the phone at the number provided above.

You will need to reference your Enrollment Code when calling or enrolling on the website, so please do not discard this letter.

#### **For More Information:**

Further information about how to guard against identity theft appears on the next page. Should you have any questions, please contact us by calling **800-382-2630**.

We take the protection and proper use of the information entrusted to us very seriously and we deeply regret any inconvenience this may cause you.

Sincerely,

John R. Stephenson  
CEO

## Steps You Can Take To Further Protect Your Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity.** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Obtain a Copy of Your Credit Report.** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

<b>TransUnion</b> P.O. Box 1000 Chester, PA 19016 1-877-322-8228 www.transunion.com	<b>Experian</b> P.O. Box 9532 Allen, TX 75013 1-888-397-3742 www.experian.com	<b>Equifax</b> P.O. Box 105851 Atlanta, GA 30348 1-800-525-6285 www.equifax.com	<b>Free Annual Report</b> P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 annualcreditreport.com
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**Place a Fraud Alert on Your Credit Report.** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Place a Security Freeze on Your Credit File.** In some U.S. states, you have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each consumer reporting agency. If you request a security freeze from a consumer reporting agency there may be a fee up to \$10 to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources on Identity Theft:** You can obtain information from the consumer reporting agencies, Federal Trade Commission or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the Federal Trade Commission or to the Attorney General in your state. Residents of North Carolina can obtain more information from their Attorneys General using the contact information below.

<b>Federal Trade Commission</b> 600 Penn. Ave, NW Washington, DC 20580 consumer.ftc.gov, and www.ftc.gov/idtheft 1-877-438-4338	<b>North Carolina Attorney General</b> 9001 Mail Service Ctr Raleigh, NC 27699 ncdoj.gov 1-877-566-7226
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