

March 28, 2025

First Name Middle Name Last Name Suffix  
Address 1  
Address 2  
City, State Zip Code

**Re: Notice of Data Breach**

Dear First Name:

I am writing on behalf of Samaritan's Purse to inform you of a situation involving your personal information. We take the protection of your personal information very seriously, and we are contacting you directly to explain the circumstances of the incident and the steps we are taking in response. We strive to honor Christ through excellence in all that we do and apologize for any inconvenience this may cause.

**What Happened**

On February 15, 2025, we were notified by Lockton Companies, LLC (Lockton), a vendor who provides insurance brokerage and benefits consultation services to us, that an unauthorized person accessed a single Lockton user account and computer on November 20, 2024. Lockton discovered the suspicious activity that same day and immediately began an investigation. As part of this investigation, Lockton engaged third-party cybersecurity experts, notified law enforcement, and was ultimately able to contain the incident within a few hours of discovering this suspicious activity. However, before the incident was contained, the unauthorized person obtained files we had shared with Lockton in 2018 that included the personal information of our employees and their dependents. Lockton conducted a robust review of the files to identify individuals whose personal information may have been contained within the files and shared that list of impacted individuals with us. You are receiving this letter because, based on this review, you are one of the individuals whose personal information was included in the impacted files.

**What Information Was Involved**

The personal (or protected health) information accessed may have included the following: your full name; zip code; date of birth; gender; full job title; the name of the third-party administrator of our medical, dental and flexible spending account (FSA) employee benefits; and whether you were enrolled in medical, dental, or FSA benefits. *There were no Social Security numbers, driver license numbers, passport numbers, or credit card numbers included in these files.*

**What We Are Doing to Protect Your Information**

Upon notification by the vendor, we immediately engaged with them to determine precisely how this incident occurred and to further understand the impacts to our employees and their dependents. We were able to verify that Lockton implemented additional security protocols designed to enhance the security of their network, internal systems and applications. In addition, we reviewed our contract with the vendor as well as our process for sharing personal information with brokers and consultants.

Lockton has contracted with Experian to provide you with a complimentary, 24-month membership in Experian IdentityWorks. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. This Experian IdentityWorks membership is completely free to you, and enrolling in this program will not hurt your credit score.

**What You Can Do**

Protecting the personal information you have entrusted to us is so very important. We encourage you to review the additional information on Experian IdentityWorks, including instructions on how to activate your complimentary, 24-month membership. Additionally, we want to make sure you are aware of additional steps you may take to guard against the unauthorized use of your personal information. Please see the enclosure for additional steps you can take to protect your personal information.

**For More Information**

Once again, with our deepest regards, we apologize for this incident and regret any inconvenience it may cause. If you have any questions, please contact us at [number] or [email]. May the Lord continue to bless and keep you.

Sincerely,

TLB/kg

Enclosure



## Experian Enrollment Information

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by June 30, 2025** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-833-918-1095, Monday through Friday between 9:00 a.m. and 9:00 p.m. EST, excluding major U.S. holidays, by June 30, 2025. Be prepared to provide engagement number **[number]** as proof of eligibility for the Identity Restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## Additional Information

Although some of your more sensitive personal data, such as Social Security number, passport, driver license or credit cards were not a part of this data breach, we are legally required in some states to provide the following information for your awareness.

You can contact the three nationwide credit reporting companies as follows:

Equifax  
P.O. Box 740256  
Atlanta, GA 30348  
www.equifax.com  
Phone: 1.800.685.1111

Experian  
P.O. Box 9554  
Allen, TX 75013  
www.experian.com  
Phone: 1.888.397.3742

TransUnion  
P.O. Box 105281  
Atlanta, GA 30348  
www.transunion.com  
Phone: 1.888.909.8872

**Free Credit Report.** Be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. 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](http://www.annualcreditreport.com) or call toll free at 1.877.322.8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

*For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:* You may obtain one or more (depending on the location) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it receives your request. You also can lift the freeze temporarily without a fee.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report 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) 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.

*For New Mexico residents:* You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. 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.

**Federal Trade Commission and State Attorneys General Offices.** 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1.877.IDTHEFT (438.4338).

*For Connecticut Residents:* You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 165 Capitol Avenue, Hartford, CT 06106, 1.860.808.5318, [www.ct.gov/ag](http://www.ct.gov/ag).

*For District of Columbia Residents:* You may contact the Office of the Attorney General for the District of Columbia, 400 6th Street, NW, Washington, D.C. 20001, <https://oag.dc.gov>, 202.442.9828.

*For Maryland Residents:* You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://www.marylandattorneygeneral.gov>, 1.888.743.0023.

*For New York Residents:* You may contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 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>.

*For North Carolina Residents:* You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 919.716.6000.

*For Rhode Island Residents:* You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401.274.4400.

*For Texas Residents:* You may contact and obtain information from your state attorney general at: Office of the Texas Attorney General [www.texasattorneygeneral.gov/consumer-protection/identity-theft](http://www.texasattorneygeneral.gov/consumer-protection/identity-theft) or contact the Identity Theft Hotline at 1.800.621.0508.

**Reporting of identity theft and obtaining a police report.** You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

*For Iowa Residents:* You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

*For Massachusetts Residents:* You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

*For Oregon Residents:* You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

*For Rhode Island Residents:* You have the right to file or obtain a police report regarding this incident. # Rhode Island residents were impacted by this incident.