



Applications Software Technology LLC
Washington Office of the Attorney General
Consumer Protection

April 15, 2020

NOTICE OF DATA BREACH

What Happened?

On or about March 9, 2020, an unknown third party accessed employee payroll information after having gained access to an employee's email address. The third party was able to set up rules in the employee's email that diverted the employee's email messages to the third party. We wanted to inform you about this incident as soon as possible to allow you to take precautionary steps to further protect your personal information.

What Information Was Involved?

This incident involved your 2019 W-2 and associated information.

What We Are Doing.

We have completed full scans of company systems to identify malware and other threats to all employees in the U.S. We have determined that this incident was isolated to just one individual's network. Two-factor authentication was immediately implemented for HR, accounting, and our company executive team. We are in the process of rolling out two-factor authentication for all employees. We have also engaged an outside IT consultant, CORE BTS, to provide a full vulnerability assessment and recommendations concerning our systems.

We are happy to provide you with LifeLock Defender™ Preferred identity theft prevention and mitigation services at no cost to you for a period of 12 months. Please customer service at 800-899-0180 to take advantage of this offer.

What You Can Do.

We recommend that you remain vigilant for incidents of fraud or identity theft. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company that maintains the account. We also advise you to report any fraudulent activity or suspected incidents of identity theft to proper law enforcement authorities, the North Carolina Attorney General and/or the Federal Trade Commission (FTC). To file a complaint with the FTC, go to www.identitytheft.gov or call 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Consumer Sentinel Network, where it will be accessible to law enforcers for their investigations.

Additionally, we advise you to periodically check your credit report. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically. Thieves may hold stolen information to use at different times. Checking your credit reports periodically can help you spot problems and address them quickly. You can obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months at <http://www.annualcreditreport.com>, by calling the toll-free number 877-322-8228, or by completing an Annual Credit Report Request form and mailing it to Annual Credit



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Report Request Service at P.O. Box 105281, Atlanta, GA 30348. Alternatively, you may purchase a copy of your credit report by contacting one of three national credit reporting agencies. The contact information for all three major credit reporting agencies for the purpose of purchasing a copy of your credit report or for general inquiries is provided below:

Equifax
(800) 685-1111
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian
(888) 397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
(888) 909-8872
www.transunion.com
P.O. Box 1000
Chester, PA 19016

You may want to consider placing a fraud alert on your credit report or obtaining a free security freeze. An initial fraud alert is free and will stay on your credit file for at least 1 year. You can renew it after one year. 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 or changing your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. A security freeze will prevent potential lenders from accessing your credit report, and your credit report will only be accessible by unfreezing the account. To obtain more information on placing a fraud alert on your credit report or obtaining a security freeze, contact any of the three credit reporting agencies identified above or the FTC. Additional information is available at <http://www.annualcreditreport.com>.

Additional free resources on how to avoid identity theft are available from the FTC at <http://www.identitytheft.gov>, by phone at 877-ID-THEFT (877-438-4338), or by mail to Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580. Resources are available from the North Carolina Attorney General's office at <https://ncdoj.gov>, by phone at (877)-5-NO-SCAM, or by mail to North Carolina Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001. The IRS also provides free information that may be of help to you at www.irs.gov/identitytheft.

Other Important Information.

This notification has not been delayed as a result of a law enforcement investigation.

For More Information.

We thank you for your patience and understanding in this unfortunate turn of events. For further information and assistance, or if you have any questions or concerns, please feel free to contact Dianna Sandeen at (630) 210-9724.

Sincerely,

Teresa Stanula
VP, Human Resources



Applications Software Technology LLC

March 16, 2020

Dear AST Active or Former Employee:

AST identified an outside breach that occurred through an external threat. It was identified that all 2019 W2 information for active and former employees was captured by this outside entity when it represented itself as an employee of the company.

AST Actions

- We have filed a report with the IRS so all AST employees' tax returns for 2019 will be flagged and scrutinized for validity.
- The intercepted information is currently under investigation by the IRS.

Actions for Active and Former Employees

- If you receive a letter from the IRS please follow the instructions on the letter.
- When filing your 2019 return, and it is rejected please follow the IRS procedures at <https://www.irs.gov/identity-theft-central>.
- Review the provided list of "Additional Information on Identity Theft Protection".
- Register for LifeLock Membership outlined below.

AST has retained LifeLock to provide one (1) year of complimentary identity theft protection, with LifeLock Defender™ Preferred.

To activate your membership and get protection at no cost to you:

1. Go to LifeLock.com. Click on the red **START MEMBERSHIP** button.
2. You will be taken to another page where, below the three protection plan boxes, you can enter the promo code: **APPST2020** and click the **APPLY** button.
3. On the next page, enter your Member ID. (Your Member ID is your first initial last name plus 5-digit zip code. Ex. JNORTON12345).
4. Click the red **START YOUR MEMBERSHIP** button.
5. You will receive a confirmation email after enrollment (be sure to follow all directions in this email).
6. Trouble enrolling call LifeLock at 800-899-0180.
7. If you need assistance with your member ID, send an email to ast_global_human_resources@astcorporation.com.

You will have until June 13, 2020 to enroll in this service.



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Once you have completed the LifeLock enrollment process, the service will be in effect. Your LifeLock Defender™ Preferred membership includes:

- ✓ Primary Identity Alert System†
- ✓ Live Member Support 24/7
- ✓ Stolen Funds Reimbursement up to \$25,000 *
- ✓ Personal Expense Compensation up to \$25,000 *
- ✓ Service Guarantee for Lawyers and Experts up to \$1 million *
- ✓ Identity Restoration Support
- ✓ Annual Three-Bureau Credit Reports & Credit Scores¹
- ✓ The credit scores provided are VantageScore 3.0 credit scores based on Equifax, Experian and TransUnion respectively. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.
- ✓ Three-Bureau Credit Monitoring^{1,2}
- ✓ Address Change Verification
- ✓ Dark Web Monitoring
- ✓ Fictitious Identity Monitoring
- ✓ Credit Card, Checking and Savings Account Activity Alerts†

Please rest assured the well-being of our employees is our highest priority. We apologize for any inconvenience this incident may cause you, and thank you for your understanding and cooperation.

Sincerely,

A handwritten signature in blue ink that reads "Teresa Stanula".

Teresa Stanula
VP, Human Resources



ADDITIONAL INFORMATION ON IDENTITY THEFT PROTECTION

Steps you can proactively take in addition to the LifeLock program. These steps further protect you against identity theft or other unauthorized use of personal information.

- We recommend that you remain vigilant and regularly review your account statements and credit reports for any unauthorized activity. Promptly report incidents of suspected identity theft or fraud to your local law enforcement agency, the Federal Trade Commission (FTC), your financial institution and to one of the three nationwide consumer reporting agencies listed below to have it removed from your credit file.
- You may contact the fraud departments of the three nationwide credit reporting agencies to discuss your options. You have the right to place a free 90-day fraud alert on your credit file. A fraud alert lets creditors know to contact you before opening new accounts. It also may delay your ability to obtain credit. To place a fraud alert on your credit report, contact the three credit reporting agencies.
- To place a security freeze on your credit report, you can visit each of the websites below to start a freeze or send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below:

<u>Experian</u>	<u>Equifax</u>	<u>TransUnion</u>
www.experian.com	www.equifax.com	www.transunion.com
888-397-3742	877-478-7625	800-680-7289
Experian Security Freeze	Equifax Security Freeze	Trans Union Security Freeze
P.O. Box 9554	P.O. Box 105788	Fraud Victim Assistance Department
Allen, TX 75013	Atlanta, GA 30348	P.O. Box 2000
		Chester, PA 19022-2000

- You may obtain a free copy of your credit report from each of the three nationwide consumer reporting agencies by calling 877-322-8228 or going online to www.annualcreditreport.com. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may want to obtain copies of your credit report to ensure the accuracy of the report information. When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report.
- You can create an account with Credit Karma by visiting <https://www.creditkarma.com/> to track your TransUnion and Equifax credit accounts daily. You can also receive credit alerts if anything important changes on your TransUnion credit report that can help you spot identity theft.
- You have a variety of rights under the Federal Fair Credit Reporting Act (FCRA). For more information on your FCRA rights, visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.



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- You may place an alert with ChexSystems. ChexSystems, Inc. is a consumer reporting agency governed by the FCRA and other laws which provides account verification services to its financial institution members to aid them in identifying account applicants who may have a history of account mishandling (e.g., people whose accounts were overdrawn and then closed by them or their bank). ChexSystems is like the credit reporting agencies but specific to checking/savings history instead of the credit/loan history through the credit bureaus
 - Consumer Report Security Alert: This puts a flag on your consumer file stating the banking institution needs to take additional steps to confirm it is you who is initiating the action. You may request a 90-day alert, which is the default, though you may extend it to 7 years if you complete the ChexSystems ID Theft affidavit from (available online), have the affidavit notarized, and send the notarized affidavit to ChexSystems. To set the Consumer Report Security Alert, call 888-478-6536 or online by visiting <https://www.chexsystems.com>.
 - Consumer Report Security Freeze: This will prohibit ChexSystems from releasing any information in your consumer file without your express authorization, meaning you have to contact ChexSystems and lift the freeze in order for your information to be released. You should be aware that taking advantage of this right may delay or prevent timely approval from any user of the consumer report that you wish to do business with. The third party will receive a message indicating that you have blocked your information. To set the Consumer Report Security Freeze, call 800-887-7652 or online by visiting <https://www.chexsystems.com>.
- To learn more about fraud alerts, security freezes, and protecting yourself from identity theft and to report incidents of identity theft, you can visit the Federal Trade Commission's website at www.consumer.gov/idtheft, or www.ftc.gov/credit, or call 877-438-4338. You may also receive information from the Federal Trade Commission by writing to:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580

It is important that you remain vigilant over the next 12 to 24 months to identify and address any possible misuse of your personal information by reviewing account statements and monitoring free credit reports. In the unfortunate event your personal information is misused or you suspect you are a victim of identity theft, please promptly report the incident to law enforcement of your state Attorney General's Office and please enroll in your one year of LifeLock protection that is available to you, free of charge for one year.