

July 6, 2018

Kevin M. Scott
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Kevin.Scott@wilsonelser.com

Attorney General Tom Miller
Office of the Attorney General
Consumer Protection Division
1305 E. Walnut Street
Des Moines, IA 50319
Email: consumer@iowa.gov

Re: Data Security Incident

Dear Attorney General Miller:

We represent the International Mission Board (“IMB”), located in Richmond, Virginia, with respect to a potential data security incident described in more detail below. IMB takes the security and privacy of the information in its control very seriously, and has taken steps to prevent a similar incident from occurring in the future.

1. Nature of the security incident.

On April 11, 2018, IMB discovered unusual activity in its IT network and detected an unknown criminal actor accessing a data file within its system. This data file included information provided by individuals as part of the initial application process to serve with IMB as field personnel, volunteer, or home office staff. IMB immediately terminated the unauthorized access and implemented measures to secure its network. In addition, IMB launched a thorough investigation, with the help of leading independent data forensics experts, to determine what information may have been accessed by the criminal actor. IMB is also coordinating with a law enforcement investigation.

As a result of this investigation, it was determined that the data file contained individuals’ personal information. Personal information that may have been accessible included name, address, telephone number, email address, Social Security number, date of birth, and possibly limited health information. The incident did not impact IMB’s financial or email systems.

2. Number of Iowa residents affected.

A total number of five hundred and sixty-four (564) Iowa residents may have been potentially affected by this incident. Notification letters to these individuals were mailed on July 6, 2018, by first class mail. A sample copy of the notification letter is included with this letter.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

Albany • Atlanta • Austin • Baltimore • Beaumont • Boston • Chicago • Dallas • Denver • Edwardsville • Garden City • Hartford • Houston • Indiana • Kentucky
Las Vegas • London • Los Angeles • Miami • Michigan • Milwaukee • New Jersey • New Orleans • New York • Orlando • Philadelphia • Phoenix • San Diego
San Francisco • Sarasota • Stamford • Virginia • Washington, DC • West Palm Beach • White Plains

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3. Steps taken.

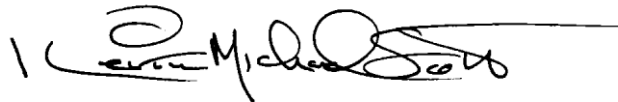
IMB has taken steps to prevent the likelihood of a similar event from occurring in the future, and to protect the privacy and security of potentially impacted individuals' information. This includes implementing new security technologies around IMB's most sensitive systems and data and improving its ability to detect and respond to external attacks to its data network. IMB provided potentially impacted individuals with identity theft restoration and credit monitoring services for 12 months at no cost to the individual, through ID Experts. Notice is also being provided to the credit reporting agencies.

4. Contact information.

IMB remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Kevin.Scott@wilsonelser.com or (312) 821-6131.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP



Kevin M. Scott

Enclosure.

INTERNATIONAL MISSION BOARD

C/O ID Experts
PO Box 10444
Dublin, Ohio 43017-4044

[Name]
[Address1]
[Address2]
[City, State Zip]

To Enroll, Please Call:
877-291-4667
Or Visit:
<https://ide.myidcare.com/TS1845>
Enrollment Code: [XXXXXXXXXX]

July 6, 2018

<<Re: Notice of Data Breach>>

[Name],

We are writing to inform you of a data security incident at the International Mission Board (“IMB”) that may have resulted in the disclosure of your personal information, including your name and Social Security number. We take the security of all information entrusted to us very seriously, and sincerely apologize for any inconvenience and concern this incident may cause you. This letter contains information about what happened and how we’ve responded, as well as steps you can take to protect yourself and resources we are making available to help you.

What happened and what information was involved:

On April 11, 2018, we discovered unusual activity in our IT network and detected an unknown criminal actor that had accessed a data file within our system. This data file included information provided by you as part of the initial application process to serve with IMB as field personnel, volunteer, or home office staff. We immediately terminated the unauthorized access and implemented measures to secure our network. In addition, we launched a thorough investigation, with the help of leading independent data forensics experts, to determine what information may have been accessed by the criminal actor.

As a result of this investigation, it was determined that the data file contained your personal information. Personal information that may have been accessible included name, address, telephone number, email address, Social Security number, date of birth, and possibly limited health information. The incident did not impact our financial or email systems. We reported the incident to law enforcement and are cooperating with their investigation.

What we are doing and what you can do:

Although we have received no reports to-date of the misuse of anyone’s data as a result of this incident, we understand that the potential disclosure of your personal information can be troubling. Therefore, we want to provide, at no cost to you, some expert services to help you respond. In addition, we are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling the dedicated call center at **877-291-4667** or going to <https://ide.myidcare.com/TS1845> and using your unique Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 8 a.m. - 8 p.m. Eastern Time. Please note the deadline to enroll is October 5, 2018.

We take the security of your information very seriously, and want to assure you that we have taken steps to reduce the likelihood of a similar event from occurring in the future. This includes implementing new security technologies around our most sensitive systems and data and improving our ability to detect and respond to external attacks to our data network.

For more information:

We sincerely regret any concern or inconvenience that this matter may cause you, and remain dedicated to protecting your information. If you have any questions, please do not hesitate to call 877-291-4667, Monday through Friday, from 8 a.m. - 8 p.m. Eastern Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Sebastian Traeger". The signature is fluid and cursive, with a large initial "S" and "T".

Sebastian Traeger
Executive Vice President
International Mission Board

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the nationwide three credit reporting agencies. To order your free credit report, please visit 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 at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

Rhode Island Office of the Attorney General

Consumer Protection
150 South Main Street
Providence RI 02903
1-401-274-4400
www.riag.ri.gov

North Carolina Office of the Attorney General

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
ftc.gov/idtheft

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: 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 by following the instructions found at the websites listed below. 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. The consumer reporting agency may charge a small fee to place, lift, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.