DISA Global Solutions
11740 Katy Freeway, Ste 900
Houston, Texas 77079, USA
Phone: (832) 285-8027 ❖ **Web:** www.disa.com

VIA E- Mail February 21, 2025

Consumer Protection
Attorney General of Iowa
1305 E. Walnut Street
Des Moines, Iowa 50319-0106
consumer@ag.iowa.gov

Re: Notice of Security Incident

To the Office of the Iowa Attorney General:

DISA Global Solutions, Inc. ("DISA") is a third-party administrator of employment screening services, including drug and alcohol testing and background checks. We write to inform you that notice is being sent to Iowa residents regarding a data incident in which DISA was the victim of a cyberattack that could have resulted in certain personal information potentially being procured without authorizations. As a service provider, DISA came into possession of this personal information due to the employment screening services we provide thousands of companies. In addition, some personal information came into DISA's possession due to the employment of its own employees.

I. Nature of the Security Incident

On April 22, 2024, DISA discovered that it was the victim of a sophisticated cyberattack that impacted a limited portion of its network. Upon discovery, DISA immediately contained the incident, secured our network, safely restored our systems and operations, and initiated an investigation with the assistance of forensic experts. Our investigation determined that an unauthorized third party accessed DISA's network between February 9, 2024 and April 22, 2024, and procured some information. Although our forensics investigation could not definitively conclude the specific data procured, DISA conducted a detailed and time-intensive review of the affected files to identify the personal information contained therein.

II. Number of Residents Affected and Notified

The affected files contain the personal information of 11,088 Iowa residents. The file may include an individuals' name, Social Security number, current and/or expired driver's license or state identification information, financial account information, or other governmental identification information. Notices to residents were sent via first class mail on February 21, 2025, and substitute notice was provided by email, website notice, and media notice.

III. Steps DISA has Taken to Address the Incident

To help protect against a similar attack in the future, we have implemented additional measures and controls to enhance our security and the monitoring of our environment. We also notified the Federal Bureau of Investigation of the incident. In addition, we arranged to have Experian help protect the affected individuals from identity theft by offering, free of charge, 12 months of credit monitoring, fraud consultation, and identity theft restoration services. We also provided an explanation of additional steps that affected individuals may consider taking to further protect themselves and their information, including checking credit reports, utilizing fraud alert services, and placing a security freeze on credit reports. Enclosed is a copy of the notification letter to individuals.

Please contact me if you have any questions.

Sincerely,

Morgan Reynolds
Vice President & Legal Counsel

Enclosure

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

February 21, 2025

M8215-L01-0000001 P001 T00001 ********SCH 5-DIGIT 12345
SAMPLE A SAMPLE - L01
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789

Re: Notice of Data Incident

Dear Sample A. Sample:

DISA Global Solutions, Inc. ("DISA") is a third-party administrator of employment screening services, including drug and alcohol testing and background checks. We are writing to inform you about an incident experienced by DISA that may have involved some of your personal information, which came into our possession due to the employee screening services you may have completed with your current or former employer or a prospective employer. While we are unaware of any attempted or actual misuse of any information involved in this incident, we are providing you with information about the incident and steps you can take to protect yourself, should you feel it necessary.

What Happened? On April 22, 2024, we discovered that we were the victim of a cyber incident that impacted a limited portion of our network. Upon discovery, we immediately contained the incident and initiated an investigation with the assistance of third-party forensic experts. Our investigation determined that an unauthorized third party accessed our environment between February 9, 2024, and April 22, 2024, and procured some information. Although our forensics investigation could not definitively conclude the specific data procured, DISA conducted a detailed and time-intensive review of the affected files to identify the personal information contained therein. We are providing you this notice upon the recent completion of this review.

What Information Was Involved. The affected files contained your name and the following: [data elements].

Presently, we have no evidence of actual or attempted misuse of your personal information.

What We Are Doing. Upon discovery of the incident, we secured our environment, notified law enforcement authorities, safely restored our systems and operations, and implemented additional security measures. We are also notifying you so that you may take further steps to protect your information should you feel it appropriate to do so. In addition, we are providing you with access to 12 months of credit monitoring and identity restoration services through Experian at no charge to you. You must enroll by June 30, 2025.

What You Can Do. Please review the enclosed *"Steps You Can Take to Help Protect Your Information"* which describes the services we are offering, how to activate them, and provides further details on how to protect yourself. We encourage you to remain vigilant against the potential for identity theft and fraud and to monitor your credit reports for any suspicious activity.

For More Information. We sincerely regret any inconvenience this incident may have caused you. If you have additional questions, you may call our dedicated assistance line 833-931-9800 (toll-free), Monday–Friday, from 9:00 a.m. to 11:00 p.m. Eastern Time, or write to us at 11740 Katy Freeway, Suite 900, Houston, TX 77079.

Sincerely,
DISA Global Solutions, Inc.

0000001

ENGAGE#

M6287-L01

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Complimentary Identity Monitoring Services

We are providing you with a 12-month membership of Experian's IdentityWorks. A credit card is not required for enrollment in the identity monitoring services. To enroll, at no cost to you:

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

With Experian IdentityWorks, you can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only. Offline members may call for additional reports quarterly.
- **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™**: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to $1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers. 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.

If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **833-931-9800** by **June 30, 2025**. Be prepared to provide engagement number **ENGAGE#** as proof of eligibility for the identity restoration services by Experian.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **833-931-9800**. 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 (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).

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

Obtain a Free Credit Report

Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus (Equifax, Experian, and TransUnion). Obtaining a copy of your credit report from each agency on an annual basis, and reviewing it for suspicious activity, can help you spot problems and address them quickly. You can request your free credit report online at www.annualcreditreport.com or by phone at 1-877-322-8228. You can also request your free credit report by completing the request form at: www.annualcreditreport.com, and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

Place a Fraud Alert

As a precaution against identity theft, you can consider placing a fraud alert on your credit file. A "fraud alert" tells creditors to contact you before opening a new account or changing an existing account. A fraud alert also lets your creditors know to watch for unusual or suspicious activity. To place a fraud alert, call any one of the three major credit reporting agencies listed below. An initial fraud alert remains effective for ninety days, and is free of

charge. If you wish, you can renew the fraud alert at the expiration of this initial period. As soon as one credit agency confirms your fraud alert, the others are notified to place fraud alerts on your file.

Equifax®	**Experian**	**TransUnion®**
P.O. Box 105069 Atlanta, GA 30348-5069 1-800-685-1111 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts	P.O. Box 9554 Allen, TX 75013-9701 1-888-397-3742 www.experian.com/fraud/center.html	P.O. Box 2000 Chester, PA 19016-1000 1-800-680-7289 https://www.transunion.com/fraud-alerts

Place a Security Freeze

Federal law also allows consumers to place, lift or remove a security freeze on their credit reports at no charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services.

To place a security freeze on your credit report, you must send a written request by regular, certified, or overnight mail at the addresses below to *each* of the three major credit reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). You may also request the security freeze through *each* of the credit reporting agencies' websites or over the phone:

Equifax®	**Experian**	**TransUnion®**
P.O. Box 105788 Atlanta, GA 30348-5788 1-888-298-0045 https://www.equifax.com/personal/help/place-lift-remove-security-freeze/	P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	P.O. Box 160 Woodlyn, PA 19094 1-888-909-8872 www.transunion.com/credit-freeze

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft; and
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3)

business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Additional Information

You may obtain additional information about identity theft (including, a security freeze) by contacting the above, the Federal Trade Commission (FTC), or your state Attorney General, or the Federal Trade Commission (FTC). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. You are advised to report known or suspected identity theft to law enforcement, including your state's Attorney General and the FTC. Under the law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft or fraud, you also have the right to file a police report and obtain a copy of it. Notice was not delayed as a result of law enforcement.

For District of Columbia residents, the Attorney General can be contacted at 400 6th Street NW, Washington, D.C. 20001, oag.dc.gov, or 202-727-3400.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, oag.state.md.us, or 888-743-0023. We can be contacted at 10900 Corporate Centre Dr Ste 250, Houston, Texas, 77041.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information and the consumer reporting agencies may not report outdated negative information. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

For New York residents, the Attorney General can be contacted at The Capitol, Albany, NY, 12224, ag.ny.gov, or 800-771-7755.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699, ncdoj.gov, or 919-716-6000.

For Rhode Island residents, the Attorney General can be contacted at 150 South Main Street, Providence, RI, 02903, www.riag.ri.gov, or 401-274-4400.