

Information About a Breach Affecting Telmate's Customers

On August 13, 2020, we discovered that a third-party contractor engaged by Telmate left a database that included our customers' personal information exposed on the internet. One or more people got unauthorized access to the database online and downloaded information from it. They could have seen any of the information in the database. We believe that someone posted information from our database on the dark web, where other people could access or buy it. If your information was exposed and shared, this could put you at increased risk of identity theft.

The exposed database contained the personal information of thousands of people who used our products and services, including GettingOut, VisitNow (also known as VisitMe), Command, Telmate Inmate Telephone service, and Guardian. Some people used our services while they were in jail, prison, or immigration detention, while others used our products or services to interact with incarcerated friends or family.

We sent notices and provided credit monitoring to some affected individuals in the spring of 2021. We also reported the incident to the Federal Communications Commission and law enforcement, including the U.S. Secret Service and FBI, and multiple state attorneys general. If you received a notice and credit monitoring offer in 2021, you will not receive additional notice.

What information was exposed

The exposed database included the following types of information about some people who used our products and services. Not all of these types of information were included for all individuals:

- names,
- dates of birth,
- phone numbers,
- usernames or email addresses in combination with passwords,
- home addresses,
- driver's license numbers,
- passport numbers,
- payment card numbers,
- financial account information,
- Social Security numbers
- data related to telephone services (like the dates and times of calls, called numbers, calling numbers, station used, and location information, like certain individuals' latitude and longitude at particular points in time),

The database also included grievance forms that incarcerated people used to submit questions, complaints, and requests to jails or prisons, including requests for medical care, and written messages that incarcerated and non-incarcerated individuals had exchanged.

What you can do to protect yourself

If your personal information was affected, you can register to receive free credit and identity protection services for two years through [Name of service]. These services will:

- Monitor credit reports and alert you when your personal information has been changed for an existing account or used to open new accounts, which could help you find out if someone is using your identity;
- Include help with fraud resolution; and
- Include help to dispute inaccurate information in your credit report, like a fraudulent account in your name.

The notices we send will include instruction on how to sign up for these services.

Even if you are not eligible for the free services, or if you choose not to register for the services, you can take these steps now to reduce your risk of identity theft.

1. **Get your free credit reports and review them for signs of identity theft.** Order your free credit reports from the three nationwide credit bureaus, Equifax, Experian, and TransUnion, at www.AnnualCreditReport.com or by submitting the attached Annual Credit Report Request Form to the following address:

Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA 30348-5281

Review your credit reports. If you find an account or transaction you don't recognize, visit IdentityTheft.gov or call 1-877-438-4338 to report the identity theft and get a personal recovery plan. Recheck your credit reports periodically. Through December 2023, you can get free copies of your credit reports online every week at www.AnnualCreditReport.com.

2. **Consider freezing your credit or placing a fraud alert on your credit report.** A **credit freeze**, also known as a security freeze, limits access to your credit report so no one, including you, can open new accounts until the freeze is lifted. That makes it less likely that an identity thief can open new accounts in your name. To be fully protected, you must place a freeze with **each of the three nationwide credit bureaus**. You'll usually get a PIN or password to use each time you place or lift the freeze. A credit freeze is free and lasts until you lift or remove it.

A **fraud alert** tells creditors to verify your identity before granting new credit in your name. Usually, that means calling you to check if it's really you trying to open a new account or change an existing account. To place a fraud alert, **contact any one of the three nationwide credit bureaus**. The one you contact must tell the other two. A fraud alert is free and lasts for one year. After a year, you can renew it for free.

Credit Freezes — Credit Bureau Contact Information

To freeze your credit, contact **each of the three nationwide credit bureaus**. Visit their websites, call, or complete and mail to each credit bureau the form attached to this letter, along with any required documents. Contact the credit bureaus if you have questions, including about the documents you will need to implement a credit freeze.

Equifax

www.equifax.com/personal/credit-report-services
1-888-298-0045

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian

www.experian.com/help
1-888-397-3742

Experian
P.O. Box 9554
Allen, TX 75013

TransUnion

www.transunion.com/credit-help
1-888-909-8872

Factor Trust, Inc. by
TransUnion LLC.
P.O. Box 390
Woodlyn, PA 19094

Fraud Alerts — Credit Bureau Contact Information

To place a fraud alert, contact **any one of the three nationwide credit bureaus**. Visit their websites or call. Alternatively, you can mail the attached forms to Equifax or Experian, or send a letter to TransUnion requesting a fraud alert. Include in your letter your full name, Social Security number, and complete address. You may need to include additional documents along with the form. Contact the credit bureaus if you have questions, including about the documents you will need to place a fraud alert.

Equifax

www.equifax.com/personal/credit-report-services
1-800-525-6285

Equifax Information
Services LLC
P.O. Box 105069
Atlanta, GA 30348-5069

Experian

www.experian.com/help
1-888-397-3742

Experian
P.O. Box 9554
Allen, TX 75013

TransUnion

www.transunion.com/credit-help
1-800-680-7289

TransUnion Fraud Victim
Assistance
P.O. Box 2000
Chester, PA 19016

Learn more about how credit report freezes and fraud alerts can protect you from identity theft or prevent further misuse of your personal information at www.consumer.ftc.gov/articles/what-know-about-credit-freezes-and-fraud-alerts. For additional resources on how to protect yourself from identity theft, we recommend you review information from the Federal Trade Commission, such as www.identitytheft.gov/#/Info-Lost-or-Stolen and resources found on www.consumer.ftc.gov/features/identity-theft.