

Notice of Data Incident

Charles River Insurance Brokerage, Inc ("CRIB"), located at 5 Whittier St. 4th Floor, Framingham, MA 01701, is writing to inform you of a recent data security incident that may have resulted in unauthorized access to some individuals' personal information ("Incident"). This notice is intended to provide you with steps we are taking in response and resources available to help protect against the potential misuse of personal information. What Information Was Involved? The investigation is still ongoing and CRIB is still in the process of identifying individuals whose personal information may have been affected as a result of this Incident. If sensitive information is found to have been potentially compromised, a formal notice letter will be sent to the potentially impacted individuals and the letter will identify the types of information involved. As of this writing, CRIB has not received any reports of related identity theft since the date of discovery of the Incident.

What We Are Doing. CRIB is committed to ensuring the privacy and security of all personal information in our care. Since the discovery of the Incident, CRIB has taken and will continue to take steps to mitigate the risk of future issues. Specifically, CRIB has engaged a specialized cybersecurity firm to conduct a forensic investigation to determine the nature and scope of the incident. Also, CRIB restored operations in a safe and secure manner, enhanced security measures, hardened our remote entry points, strengthened our access controls, and took steps and will continue to take steps to mitigate the risk of future

harm. If there was unauthorized access to sensitive information, CRIB will be offering complimentary credit monitoring and identity theft protection services to the impacted individuals. Notification letters will be sent to the impacted individuals with the information to enroll in the complimentary credit monitoring services.

What You Can Do: CRIB encourages all impacted individuals to enroll in the complimentary credit monitoring and identity theft protection services. CRIB also encourages these individuals to remain vigilant against incidents of identity theft and fraud, to review their account statements, and to monitor their credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that they contact their financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect their interests, including the possible placement of a fraud alert on their credit file. Please review the below Additional Resources to Help Protect Your Information to learn more about how to protect against the possibility of information misuse.

Other Important Information:

If you have any questions or concerns not addressed in this notice, you may contact us by calling 508-656-1490 (toll free) Monday through Friday, during the hours of 9:00 a.m. and 9:00 p.m. Eastern Standard Time (excluding U.S. national holidays).

CRIB sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Charles River Insurance Brokerage, Inc