ICW Group Holdings, Inc.
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998

Jane A Smith Jr
123 Main St
Apt A
Test Adult, XX ABC12 DE34

Date

Draft

**Re: Notice of Data Breach**

Dear Jane A Smith Jr,

We are writing to let you know about a security incident involving certain of your personal information. Please read this notice carefully as it provides you with information on what happened, what information may have been affected, what measures we are taking in response, as well as information on how you can obtain complimentary credit monitoring and identity protection services.

**Who We Are**

ICW Group Holdings, Inc. is a holding company for a group of national commercial insurance companies (collectively "ICW") offering workers' compensation, catastrophe, assumed reinsurance, and other commercial and specialty coverages. We process and maintain information received from employees and claimants in the normal course of business.

**What Happened**

On May 1, 2026, a single ICW employee was the victim of a sophisticated social engineering event that allowed an unknown third-party to gain unauthorized access to a limited set of documents on ICW's systems. We became aware of the social engineering event on May 19, 2026, and immediately launched a comprehensive investigation. As a part of that investigation, we engaged a third-party forensic firm and other third-party experts to assist us in investigating what happened and what data may have been impacted. We also notified law enforcement and worked with them in support of their investigation.

Based on our in-depth investigation to date, supported by our external experts, it appears that an unknown third-party gained unauthorized access to a limited set of electronically stored personal information between May 1, 2026, and May 4, 2026. As a result of our detailed analysis of the impacted information, we recently determined, on November 5, 2026, that certain of your personal information was included in the electronic data that may have been accessed during the incident. However, our investigation has revealed no evidence to suggest that your data has been fraudulently used.

**What Information Was Involved**

The personal information contained in the electronic data that may have been accessed during the incident included: test data.

**What We Are Doing**

ICW takes this matter very seriously. As noted above, as soon as we were alerted to the suspicious activity, we launched an internal investigation and engaged the assistance of third-party experts. Though our investigation has not revealed evidence of any fraudulent use of your personal information, we want to provide you with information you can use to proactively take steps to protect yourself and your information.

ICW is offering you a complimentary 24-month membership for credit monitoring and identity theft protection services through TransUnion. This free service provides you with Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in the complimentary services being offered, please visit www.mytrueidentity.com and follow the instructions provided. You will need the activation code below.

Your Activation Code: ABC123DEF456

New to MyTrueIdentity?

- Visit www.mytrueidentity.com.
- Enter the activation code provided above.
- Follow the prompts to create your account and complete your enrollment.

Already have a MyTrueIdentity account?

- Visit www.mytrueidentity.com and log in using your existing credentials.
- From the dashboard, select Manage Your Membership under the Membership Details section.
- Enter your activation code.
- Select Activate Now to apply the new membership benefits to your account.

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**What You Can Do**

Though we have no evidence that any of your personal information has been fraudulently used, in addition to enrolling in the free credit monitoring and identity restoration services being offered to you at no charge, we encourage you to take the following precautions:

- It is always a good idea to remain vigilant against threats of identity theft or fraud and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity.
- If you ever suspect that you are the victim of identity theft or fraud, you can contact your local police.

Additional information about how to protect your identity is contained in Attachment A.

**For More Information**

We take very seriously the security and privacy of your information. A dedicated call center is also being set up to answer your questions about this incident. You may call it toll-free at +1 833-516-9867, Monday through Friday, 8 a.m. to 8 p.m. ET (excluding major U.S. holidays).

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Sincerely,



<Name>
<Title>

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