

Wing Financial Services, LLC  
c/o Cyberscout  
38120 Amrhein Road  
Livonia, MI 48150

WING FINANCIAL SERVICES, LLC



Notice of Data Security Incident

December 1, 2022

Dear [REDACTED] :

At Wing Financial Services, LLC (“Wing Financial”), maintaining our client’s trust and protecting our client’s personal information are among our highest priorities. Wing Financial is an independently owned and operated Jackson Hewitt franchise and we provided tax preparation services on your behalf or on behalf of someone else who claimed you as a dependent on their tax return. We are writing with important information regarding a recent data security incident. We want to provide information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your information.

What Happened?

We recently learned that certain client records appeared to have been exposed to an unaffiliated third-party website by an unauthorized user. We performed a thorough review of the disclosed records and have confirmed these records relate to one Wing Financial server. Wing Financial changed all of its user’s login credentials and has confirmed that its server is now secure and access is limited. The Jackson Hewitt corporate environment and systems were not impacted as a result of this incident.

What We Are Doing.

Upon learning of the incident, we commenced a prompt and thorough investigation with external security and privacy professionals to assess the scope and extent of the records that were disclosed. After a thorough manual review of the impacted client records, we discovered on November 10, 2022 that the files exposed on August 7, 2022 contained your personal information. Since the incident, Wing Financial has taken the following measures: Wing Financial immediately limited access to potentially affected servers and began gathering evidence relating to the incident. Wing Financial communicated with the security and privacy professionals to analyze and mitigate any potential issues. Wing Financial changed all of its user’s login credentials and further trained its employees on securing information.

What Information Was Involved?

The personal information involved included [REDACTED]. If applicable, your spouse’s, partner’s and/or dependent(s)’ personal information may have also been impacted by this incident. Each impacted individual will receive their own letter.

What You Can Do.

To protect you and your information, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for

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twelve (12) 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 through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

This service helps detect possible misuse of your information and provides you with identity protection services focused on immediate identification and resolution of identity theft. This service is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention, including instructions on how to activate your complimentary twelve (12) months membership, please see the additional information provided in this letter.

This letter also provides other precautionary measures you can take to protect your information, including placing a fraud alert and/or security freeze on your credit files, obtaining a free credit report, and/or reporting fraudulent activity to the IRS. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

*For More Information.*

We regret any inconvenience that this may cause you. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at 1-888-926-2335 between the hours of 8:00 am and 8:00 pm Eastern time, Monday through Friday, excluding holidays. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information.

Sincerely,

*Wing Financial Services LLC*

Wing Financial Services, LLC