

Background

TransUnion is committed to the security and protection of consumer personal information. As a part of this commitment, TransUnion has teams that are continuously engaged in proactively monitoring, safeguarding and investigating questionable activity related to access to consumer information.

As a result of this ongoing monitoring and investigating, TransUnion teams flagged suspicious activity on various dates related to attempts to access certain credit files and consumer accounts for TransUnion products. Our team's initial assessment indicated that while the security of TransUnion's systems was not compromised, unauthorized actors may have used personal information **obtained from non-TransUnion sources** to impersonate consumers and attempt to access TransUnion products and services.

After identifying the suspicious activity, we conducted an in-depth investigation into these matters to determine if, and to what extent, personal information was viewed. We concluded our extensive examination into these matters on July 25, 2022, and although we have confirmed that the security of TransUnion's systems was not compromised, we do suspect that personal information, obtained from non-TransUnion sources, was used to access certain TransUnion products. The personal information involved varied, but included individual's names in addition to: Social Security number, date of birth, partially-redacted financial account number(s), driver's license number, and username and security question/answer. Not all data elements were involved for all individuals.

Impacted Consumers

Our investigation determined that across all matters detailed below, a total of 24 Maine residents were impacted. The breakdown of those figures, as well as the relevant dates, per matter are as follows:

<u>Matter #</u>	<u>Date Range of Suspicious Activity</u>	<u>Suspicious Activity Identified</u>	<u>Total Consumers Impacted</u>	<u>Maine Residents Impacted</u>
1	1/1/2021 to 4/13/2021	4/20/2021	1840	4
2	5/7/2021 to 8/6/2021	8/11/2021	2261	1
3	4/9/21 to 10/6/21	10/11/2021	905	5
4	6/20/2021 to 12/16/2021	12/22/2021	1304	4
5	8/4/21 to 1/31/22	2/15/2022	3037	5
6	12/17/21 to 3/22/22	3/29/2022	270	3
7	9/21/21 to 3/28/22	4/12/2022	1197	2

What We Are Doing

TransUnion takes the protection of personal information seriously, which is why we engage in robust, proactive security measures such as cyber-intelligence investigations. As soon as we discovered the incident, we engaged in a dual-track effort to implement technical measures to block access to our services to potential unauthorized actors, and also to identify and notify individuals whose personal information we believe was accessed by unauthorized actors. We continue to enhance our security controls as appropriate to minimize the risk of any similar incident in the future.

On August 4, 2022, we notified impacted individuals, in the form of the letter attached, so that they can take additional measures to protect their personal information should they wish to do so. As a further precaution, we have arranged to offer complimentary identity theft protection and credit monitoring services to those impacted consumers. Please note that as TransUnion continues to refine our proactive

security measures and cyber-intelligence investigations process, we foresee an ongoing practice of notifying consumers and state regulators of similar impersonation attempts going forward.

Contact Information

We would be happy to address any questions related to our notification related to these matters in further detail. Please direct any inquiries to:

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