IMPORTANT INFORMATION FROM YOUR DC 37 HEALTH & SECURITY PLAN

Dear DC 37 Health & Security, Library, and Cultural Participants:

You will soon be receiving a letter from Delta Dental advising of a data security incident that occurred concerning your personal information. We are providing Frequently Asked Questions (FAQs) that explain how to enroll in identity and credit monitoring services for twenty-four (24) months free of charge.

Please keep these FAQs and the Delta Dental Letter being mailed to you, as we want all of our DC 37 Participants to enroll in these free identity and credit monitoring services within ninety (90) days of the date of the Delta Dental Letter.

READ ON FOR IMPORTANT FAQs

DC 37 HEALTH & SECURITY PLAN

CRITICAL NEXT STEPS

1. **Enroll in free identity and credit monitoring services right away.**

   You must enroll for your services within **90 days** of the date on your Delta Dental Letter.

2. **Locate your Kroll Membership Number.**

   Look for your Kroll Membership Number on page 2 of your Delta Dental Letter.

3. **To sign up, visit enroll.krollmonitoring.com or call 1-800-693-2571.**

   Be sure to take advantage of these 24 months of free identity and credit monitoring services by enrolling within 90 days of the date of the Delta Dental Letter.

FREQUENTLY ASKED QUESTIONS

1. What Is Being Done to Protect DC 37 Participants Impacted by This Data Security Incident?

Delta Dental has secured the services of Kroll to provide credit and identity monitoring services at no ($0) cost for 24 months for all participants who receive a Delta Dental Letter. Kroll is a leader in risk mitigation with extensive experience helping people who sustained an unintentional exposure of confidential data.

2. How Do I Enroll in These Identity and Credit Monitoring Services?

Visit **enroll.krollmonitoring.com** to activate your free 24 months of identity and credit monitoring services. You can also call **800-693-2571** to enroll. (See FAQ #4.)

You will need your unique Kroll Membership Number that can be found on page 2 of the Delta Dental Letter to activate your monitoring services.

3. By When Must I Enroll for These Credit Monitoring Services?

You have ninety (90) days from the date of the Delta Dental Letter to enroll.

The date by which you have to activate your identity monitoring services can be found on page 2 of the Letter.

4. I Do Not Have Email, Internet Service, or Use a Computer. How Can I Enroll?

You can still enroll for these identity and credit monitoring services by calling **800-693-2571** and a Kroll representative will assist you. Please have your unique Kroll Membership Number available during the call. Your Membership Number is provided on page 2 of the Delta Dental Letter.

5. What if I Misplaced My Delta Dental Letter and Do Not Know My Kroll Membership Number?

You can still activate your identity and credit monitoring services by calling the Kroll Call Center at **800-693-2571** and a representative will look up your information through your address.

6. What Exactly Are These Identity Monitoring Services Being Offered?

Four services are provided free of charge for twenty four (24) months once you enroll, including:

Credit and Identity Monitoring. You will receive alerts when there are changes to your credit data, such as when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will help you

(FAQs continued)

determine if it is an indicator of identity theft.

$1 Million Identity Fraud Loss Reimbursement for any out-of-pocket expenses totaling up to $1 million in covered legal costs and expenses for any one stolen identity event.

Fraud Consultation. Kroll fraud specialists will show you the most effective ways to protect your identity, explaining your rights and protections under the law, providing assistance with fraud alerts, and investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration. If you become a victim of identity theft, a Kroll investigator will work on your behalf to resolve related issues. Your investigator will be able to dig deep to uncover the scope of the identity theft and work to resolve it.

7. Whom Can I Call for More Information?

You can call the **Kroll Call Center at 800-693-2571** Monday through Friday from 9:00 a.m.–6:30 p.m. EST. This phone number is also provided in the Delta Dental Letter. When you call, always have your Kroll Membership Number from the Letter ready.

8. What Else Can I Do to Protect My Identity?

In the Delta Dental Letter are several other ways to protect yourself, including **reviewing your credit reports** and **placing a fraud alert** with one of the three credit bureaus: Equifax, Experian or TransUnion.

9. Why Are We Learning About This Security Incident Now?

The DC 37 Health & Security Plan was informed in December 2023 of the Delta Dental/Kroll investigation concluding as to what extent DC 37 participants were impacted. The Delta Dental Letter explains in greater detail the data security breach involving the MoveIt file transfer software program Delta Dental uses to transfer data to and from third parties.

10. What Is the DC 37 H&S Plan Doing to Protect My Identity?

We are encouraging everyone to take advantage of the 24 months of free credit and identity monitoring services **by enrolling within the ninety (90) day election period.** The DC 37 Health & Security Plan is also available to answer any additional questions. The Inquiry Unit at 212-815-1234 is ready to assist you.