



Important Legal Notice

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Notice of Data Event

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

<<b2b_text_1(AgencyName)>> uses an agency management software and service called QQCatalyst, which is provided by Vertafore. Vertafore takes seriously the responsibility to protect your personal information. As such, we are writing to inform you about a configuration error at Vertafore impacting some of your personal information.

What Happened?

On November 30, 2020, Vertafore discovered a configuration error in its insurance agency management product, QQCatalyst. As a result, there was unauthorized access to reports and forms generated using QQCatalyst. Other files uploaded to QQCatalyst, including insurance applications and quotes, were accessible to the public, though we cannot determine whether these files were actually accessed by unauthorized parties.

Immediately upon becoming aware of the issue, Vertafore fixed the configuration error and secured the potentially affected files. Vertafore has also been investigating the extent to which data may have been impacted and identifying customers and individuals for notification. These investigations take time, and while we have been moving quickly, we have taken time to be sure we're providing accurate information. Vertafore has reported the matter to U.S. federal law enforcement.

What Information Was Involved?

The information impacted could include the following kinds of information: names, addresses, birthdates, and driver's license numbers. In some cases, Social Security numbers, credit card numbers and bank account information may have been impacted if <<b2b_text_1(AgencyName)>> stored that information in QQCatalyst.

What We Are Doing.

Vertafore engaged a leading security firm to search for evidence indicating potential misuse of the information in connection with this event and did not identify any.

Out of an abundance of caution, Vertafore is offering you free identity monitoring services in recognition that these services offer valuable protection in other contexts beyond this event. More information about these services, including how to activate them, is attached to this notice.

While we continually monitor our network and systems for unusual activity, Vertafore, like any other company, is not immune from this type of event. We maintain information security policies, procedures, practices and controls, and we are working to further enhance our security tools, policies and procedures, as well as our security governance and staffing.

What You Can Do.

In addition to taking advantage of the free identity monitoring service, it is always a good idea to remain vigilant against threats of identity theft or fraud. You can do this by regularly reviewing and monitoring 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.

It is also always a good idea to be alert for "phishing" emails or phone calls by someone who acts like they know you or are a company that you may do business with and requests sensitive information over email, such as passwords, Social Security numbers or financial account information.

More information about protecting against identity theft is attached to this notice.

For More Information.

We have set up a call center with additional information about this event, our response and these services. The call center can be reached by calling 888-479-3560 between the hours of 8 a.m. - 5:30 p.m. CT seven days a week. We sincerely regret any inconvenience this may cause.

Sincerely,

Vertafore Privacy Team