

## **Notice of Data Security Incident**

*Posted February 9, 2024*

Querbes & Nelson, Inc. (“Querbes & Nelson”) is giving notice about a recent security incident that may have involved some customers’ and employees’ personal information.

On December 12, 2023, we discovered that in September 2023, an unauthorized third party had accessed our information technology (“IT”) network through a phishing email scam. Upon discovery, we promptly responded to this incident. Cyber experts were engaged to investigate, mitigate, and determine the nature and scope of the incident. We also notified law enforcement.

During the investigation, we learned that the unauthorized third party had the ability to extract some data from our IT environment. Based upon the results of the investigation, Querbes & Nelson has undertaken an extensive process of reviewing the potentially-impacted files for sensitive information. The files potentially impacted by this incident may have contained the following type of information, which varies by individual: first and last name, date of birth, address, driver’s license number, social security number, and health or financial information shared with Querbes & Nelson by customers and/or employees.

While we have not found proof of any misuse of personal information, in an abundance of caution, we will soon directly notify individuals who were potentially affected by this incident by first-class U.S. mail at the last known address in our system. For individuals with a social security number or driver’s license number at issue, we are providing complimentary credit monitoring and identity theft protection services as required by law. Persons potentially affected are encouraged to remain vigilant, carefully monitor financial account statements and credit reports, and report any discrepancies to law enforcement. Additional guidance individuals can take to protect themselves can be found at: <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

For more information about this incident and protective steps individuals may wish to take, individuals can call 1-800-298-2295, between 10 a.m. – 4:30 p.m. Central Time, Monday through Friday (excluding major U.S. holidays). We are fully committed to protecting personal information and sincerely apologize for any concern this incident may have caused.