

## NOTICE OF DATA PRIVACY EVENT

**NOTE: This event impacts a small number of Faurecia employees. They are being notified. This is a required legal notification.**

Faurecia USA Holdings, Inc., (“Faurecia”) was recently informed by Benefit Outsourcing Solutions (“BOS”) of a recent data security incident that may impact the personal information of certain Faurecia employees. BOS assists Faurecia with the administration of Faurecia employee benefits.

***What Happened?*** On April 20, 2018, BOS discovered that files containing the Social Security number of certain Faurecia employees were mistakenly uploaded to CallFire, a third-party vendor used to provide automated text and voice call services to Faurecia benefits program participants. The files inadvertently containing Social Security numbers were uploaded to CallFire on several occasions between August 20, 2015 and March 26, 2018. Upon learning that the Faurecia files inadvertently contained Social Security numbers, BOS immediately deleted the data from the CallFire web portal and launched an investigation to determine the nature and scope of the incident. BOS contacted CallFire to alert them to the issue and determine how the problem could be corrected. The investigation found the following:

- The data appears to have been uploaded securely each time. BOS and Faurecia have no reason to believe it was accessed by anyone outside of BOS.
- CallFire confirmed that the uploaded files were only accessible to BOS employees with the proper credentials.
- The audit logs confirmed there is no evidence any CallFire representative accessed the data inadvertently uploaded by BOS.
- BOS and Faurecia are unaware of any actual or attempted misuse of this information.

***What Information Was Involved?*** The information inadvertently uploaded to the portal included the names, addresses, phone numbers and Social Security numbers of Faurecia employees.

***What Are We Doing?*** While BOS and Faurecia have no indication that any fraud has or will result from this incident, we take the security of personal information in our care very seriously. BOS and Faurecia have security measures in place to protect the data on our systems and we are working to implement additional safeguards and employee training in response to this incident. BOS reported this incident to the Office of Civil Rights at the Department of Health and Human Services on behalf of Faurecia.

***What Can You Do?*** You can review your credit card and bank account statements, explanation of benefits forms and credit reports for suspicious activity. Report such activity to your bank, credit card issuer or health insurance company. We advise you to remain vigilant by reviewing all account statements and monitoring free credit reports. There are additional steps you can take to protect your identity should you feel it is appropriate to do so.

**For More Information.** We understand that you may have questions about this incident. If you have additional questions, please call 1-855-326-5061.

### **Steps You Can Take to Protect Your Information.**

BOS and Faurecia encourage affected individuals to be vigilant against incidents of identity theft and fraud, to review their account statements, and to monitor their credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver’s license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
[www.freeze.equifax.com](http://www.freeze.equifax.com)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/](http://www.experian.com/freeze/)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[freeze.transunion.com](http://freeze.transunion.com)

**Additional Information.** You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be promptly reported to law enforcement, the Federal Trade Commission, and your state Attorney General. You have the right to file a police report if you ever experience identity theft or fraud. This notice has not been delayed as the result of a law enforcement investigation.