

Notice of data security incident.

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Please read our latest notice regarding a data security incident.

Mountain West Insurance & Financial Services, LLC Provides Notice of Data Security Incident

The privacy and security of personal information is of the utmost importance to Mountain West Insurance & Financial Services, LLC ("Mountain West"). This notice contains information regarding a data security incident that involved certain protected personal information collected and maintained by Mountain West. We are providing individuals with information about the incident and the services being made available to those who are involved. Mountain West continues to take significant measures to protect the personal information in our possession.

Mountain West experienced unauthorized access to several of our email accounts on or around March 17, 2025. Upon learning of this issue, we immediately commenced a prompt and thorough investigation to determine the extent of the activity. As part of the investigation, we conducted a review of the affected email account to determine whether it contained any sensitive information. Based on that review, we discovered on August 15, 2025, that certain emails within the account contained protected personal information and may have been accessed or acquired by an unauthorized party. The impacted data includes full names in combination with Social Security Number, Date of Birth, US Driver License Number, Financial Account Number, Financial Account Access Information, Payment Card Number, Payment Card Access Information, Passport Number, Electronic Signature, Medical Information, and Health Insurance information. Not all data elements were impacted for every individual.

To date, Mountain West is not aware of any incidents of identity fraud or financial fraud as a result of the incident. Nevertheless, out of an abundance of caution, Mountain West is providing notice to potentially affected individuals. Mountain West mailed notification to all individuals it has contact information for on file, via



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U.S. mail on September 22, 2025. Notified individuals may take steps to protect themselves including placing a fraud alert/security freeze on their credit files, obtaining free credit reports, and remaining vigilant in reviewing financial account statements, explanation of benefits statements, and credit reports for fraudulent or irregular activity on a regular basis. In addition, individuals who may have had their Social Security number involved are encouraged to enroll in complimentary credit monitoring services provided in the notification letter.

Individuals who have questions or need additional information regarding this incident or to determine if they are affected may reach out to the toll-free response line that our office has set up to respond to questions at 1-800-939-4170. This response line is available Monday through Friday 8:00 a.m. to 8:00 p.m. Central Time (excluding major U.S. holidays).

Other important information.

1. Placing a Fraud Alert on Your Credit File.

You may place an initial one-year "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

<u>Equifax</u>	<u>Experian</u>	<u>TransUnion</u>
P.O. Box 105069 Atlanta, GA 30348-5069	P.O. Box 9554 Allen, TX 75013 (888) 397-3742	Fraud Victim Assistance P.O. Box 2000 Chester, PA 19016-2000 (800) 680-7289
(800) 525-6285		

2. Placing a Security Freeze on Your Credit File

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "security freeze" be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

<u>Equifax</u>	<u>Experian</u>	<u>TransUnion</u>
P.O. Box 105069 Atlanta, GA 30348-5069	P.O. Box 9554 Allen, TX 75013 (888) 397-3742	Fraud Victim Assistance P.O. Box 2000 Chester, PA 19016-2000 (800) 680-7289
(800) 525-6285		

In order to place the security freeze, you'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

3. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at www.annualcreditreport.com. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

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If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

**Prefer to speak with someone from Mountain West Insurance & Financial Services, LLC?
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CA License #0K61111

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Mountain West Insurance & Financial Services, LLC is an Equal Opportunity Provider

At Mountain West Insurance & Financial Services, LLC, we strive to get to know and understand your needs, wants, and long-term goals. We want to help you develop, implement, and monitor a strategy that's designed to address your situation.

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