



Return Mail Processing Center
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Portland, OR 97228-6336



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PAUL GAROFOLI
120 SHINER LN
GEORGETOWN TX 78626-2570

January 25, 2021

Re: Notice of Data Breach

Dear Paul Garofoli:

National Western Life Insurance Company (“NWL”) is writing to notify you of an incident that may have impacted the security of your personal information. We want to provide you with information about the incident, our response, and steps you may take to better protect against possible misuse of your personal information, should you feel it necessary to do so.

What Happened? On August 15, 2020, NWL discovered a malware incident impacting certain company systems. We immediately launched an investigation, with the assistance of third-party investigators, to determine the nature and scope of this event. The investigation confirmed that certain data had been accessed and/or acquired by an unauthorized actor as a result of this event from August 7 to August 10, 2020. On December 21, 2020 we confirmed that personal information related to you was included in the impacted data.

What Information was Involved? The investigation and thorough review of the data that was impacted by this event is ongoing. To date, the investigation determined that your name and Social Security Number and date of birth may have been accessed and/or acquired by an unauthorized individual. The policy number for a current or former life insurance or annuity policy to which you may have been a party may have also been impacted by this event. As our investigation continues, should we learn that any additional types of sensitive data relating to you were impacted, we will update you to provide this additional information.

What We Are Doing. We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to investigate and respond to this incident, assess the security of our systems, restore functionality to our environment, and notify potentially affected individuals. As part of our ongoing commitment to the security of information, we notified federal law enforcement and are reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future event.

As a precautionary measure, we are notifying potentially affected individuals, including you, so that you may take further steps to best protect your personal information, should you feel it is appropriate to do so.

We regret any inconvenience or concern this incident may cause. As an added precaution, NWL is offering you access to 12 months of free credit monitoring and identity protection services through CyberScout at no cost to you.

NATIONAL WESTERN LIFE INSURANCE COMPANY®
PO Box 209080 | Austin, TX 78720-9080 | (Overnight Only) 10801 N Mopac Expy Bldg 3 | Austin, TX 78759-5415

www.nationalwesternlife.com | www.mynwl.com | 512-836-1010 | 800-922-9422



What You Can Do. Please review the enclosed *Steps You Can Take to Protect Your Information*, which contains information on what you can do to better protect against possible misuse of your information. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. You will also find information on how to enroll in the credit monitoring services offered.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call the dedicated assistance line that we have helped set-up at 800-599-9658 between 8:00 a.m. and 8:00 p.m. Central Time, Monday through Friday. You may also write to us at National Western Life Insurance Company Attn: CS 45, P.O. Box 209080, Austin, Texas, 78720-9080.

Again, we take the privacy and security of personal information in our care seriously, and sincerely regret any inconvenience or concern this incident may cause you.

Sincerely,

National Western Life Insurance Company