

NOTICE TO CAISSE ALLIANCE MEMBERS

Protection of your personal information

NORTH BAY: December 2, 2019 – On November 28, 2019, Desjardins issued a notice via AccèsD to members of Caisse Alliance regarding the protection of their personal information.

In its communication, Desjardins states that on June 20, 2019, they announced that the personal information of 2.9 million Desjardins caisse members had been disclosed to individuals outside the organization.

On October 31, 2019, Desjardins informed Caisse Alliance that the Sûreté du Québec advised Desjardins that the privacy breach appears to have affected the data of all Desjardins' personal members. At this time, Desjardins informs us that they cannot confirm whether this includes Caisse Alliance members.

Desjardins informed us that according to the information they received from the Sûreté du Québec, the following personal information of Desjardins members may have been disclosed: first name, last name, date of birth, social insurance number, address, phone number, email address and some information about banking habits and products held. However, passwords and PINs were not affected.

We're taking this situation very seriously, and we sincerely regret any concern this may have caused.

You're covered by Desjardins Identity Protection

Since November 1, 2019, all Caisse Alliance members are automatically covered by Desjardins Identity Protection. It's free and you don't need to sign up. It has three components:

- 1. Protection:** Your accounts and assets at Caisse Alliance are fully protected against unauthorized transactions.
- 2. Support:** If your personal information is used fraudulently, you'll get individual support from Desjardins and Caisse Alliance experts throughout the identity recovery process.
- 3. Reimbursement:** If your identity is stolen, you'll be reimbursed up to \$50,000 for certain expenses incurred to restore your identity.



Siège social/Head office

1870, rue Bond Street
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Credit monitoring service

As a Caisse Alliance member and AccèsD user you can get Equifax credit monitoring free for five years. Between now and January 31, 2020, you'll receive a message in your AccèsD inbox (if you did not receive a letter this summer) containing an activation code and sign-up instructions. The service includes:

- Daily access to your credit score on the Equifax website
- Equifax credit report monitoring and alerts of key changes

Eligibility

In order to sign up for the Equifax credit monitoring service, you must:

- have a Canadian mailing address—P.O. boxes are not eligible
- have a valid email address
- be at least 18 years old
- have a credit file

You have until April 30, 2020 to activate this service. After this date, your code will no longer be active.

For members who are not registered with AccèsD, Desjardins informed us that they are currently working on the most appropriate solution for the members. Caisse Alliance is following these developments closely.

You're protected no matter what

Whether you sign up for the Equifax service or not, you're automatically covered against identity theft with Desjardins Identity Protection in the event of unauthorized transaction. Since November 1, 2019, this service is provided to all members free of charge.

As always, we encourage you to check your account activity regularly and to be cautious if someone asks you to share your personal information.

Desjardins informed us that they wish to assure the members that they are committed to taking all necessary measures to protect the privacy of their members' and partners' personal information.



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Our teams at Caisse Alliance are available in branch to assist members and explain how to operate AccèsD, whether on a computer or a mobile device. For all other questions, your Regional Manager remains at your disposal. Desjardins also invites members to contact their team at 1-800-CAISSES (1-800-224-7737). Their agents are available seven days a week from 9:00 a.m. to 9:00 p.m.

You can also visit www.desjardins.com/personal-information.

Pierre Dorval

President & Chief Executive Officer

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For more information:

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