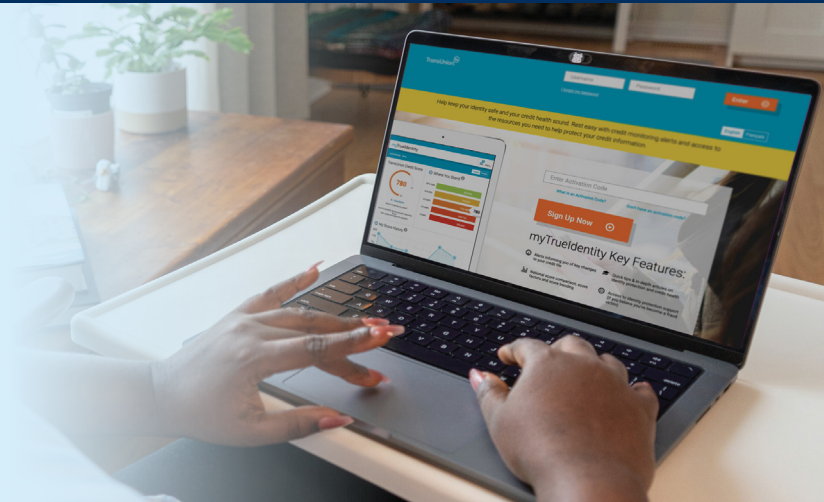


Tips and next steps to protect your personal information

Sign up online for TransUnion's Credit Monitoring, myTruIdentity®

Notifications have been mailed to customers that have been impacted by the cyber incident, which include detailed information about resources and support. We encourage you to sign up online for the free subscription to TransUnion's comprehensive online credit monitoring service, myTruIdentity®.



What you need to know



Have your letter handy when you start the sign-up process online via the TransUnion myTruIdentity® website—you'll need to enter the **unique activation code** provided in the letter to get started.



Be ready to answer security questions about yourself. To confirm your identity, myTruIdentity® will ask security questions to ensure your protection. These are based on your own financial history.



Important: Please complete the online myTruIdentity® enrolment process in one session. For security reasons, the enrolment process cannot be paused or resumed after periods of inactivity.

Should you require technical support with myTruIdentity®, please contact TransUnion Canada directly via the 1-877 phone number provided in your letter.

Dark Web Monitoring: Once you've signed up, go to "Alerts" in the navigation, click "Dark Web Monitoring", and fill out the fields you would like monitored for activity on the [dark web](#). This is an optional process, but one that is helpful to better track your information.

What is the dark web?

Threat actors, and other cyber criminals, use a hidden part of the internet that is only accessible through special software. It is commonly referred to as the "dark web" and is known to be used by cyber criminals as a place to store and trade data.



Further Protection

Here are some additional steps you can take to further protect your personal information:

1

Service Canada advises individuals affected by a breach to contact both TransUnion and Equifax and to also regularly review banking and credit card statements. If you notice any suspicious activity related to your Social Insurance Number, report it to the police and contact the Canadian Anti-Fraud Centre at 1-888-495-8501.

2

Sign up for TransUnion and Equifax's fraud alerts by visiting their websites or calling 1-800-663-9980 (TransUnion) and 1-800-465-7166 (Equifax).

3

Contact your financial institution to discuss account monitoring and any additional protection support they may be able to offer.



Stay alert. During cyber incidents like the one we've experienced, malicious actors may attempt to take advantage of the situation. Be cautious of suspicious emails, texts, or calls claiming to be from Nova Scotia Power, and don't click on unknown links or share personal information unless you're sure it's legitimate.



For more information,
please visit nspower.ca/cyber