

# NOTICE TO MEMBERS



## *Cyber Intrusion to Club Servers – Offer of Identity Monitoring Services*

Dear Member,

We write to follow-up on our notice issued on Thursday, 20th August 2020 informing you about a cyber intrusion to the Club's servers and steps the Club is taking in response to that intrusion.

In that letter we indicated that the Club was in the process of identifying a trusted identity monitoring firm to provide you with identity protection services at no cost to you.

We are now writing to provide you with details of those services – an important precautionary measure that we are making available to members at no cost to you – and how you can register for them.

### **Offer of identity monitoring**

Although it is still not yet clear if any member data was in fact exported from the Club's servers, we are committed to ensuring the security of your personal information. To provide extra peace of mind, we have engaged Experian, a leading Credit Reference agency, to offer 12 months of free identity monitoring services for all members.

### **Your free Experian IdentityWorks<sup>SM</sup> membership**

To help you monitor your personal information for certain signs of potential identity theft, the Club is offering you a complimentary 12-month membership to Experian IdentityWorks<sup>SM</sup>. The service monitors the web, social networks, and public databases on your behalf 24/7. It looks for your details to immediately detect theft, loss, or disclosure of your vital personal information and financial information (although your financial information is not currently thought to have been at risk in the intrusion).

If your information is found, you will be instantly alerted and given help and advice on what to do next to protect yourself from fraud.

### **Activating your free Experian IdentityWorks<sup>SM</sup> membership**

- 1) Ensure that you sign up for the service by 20th November 2020 (your code expires after this date).
- 2) Contact the Club on [idmonitor@hkfc.com](mailto:idmonitor@hkfc.com) for an activation code.
- 3) Visit the IdentityWorks<sup>SM</sup> website to get started: [www.globalidworks.com/identity1](http://www.globalidworks.com/identity1)
- 4) Click on 'Get Started'.

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5) Enter your details along with the activation code you received from the Club.

Once your membership is activated, you will have access to the following features:

- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Fraud remediation tips:** Self-help tips are available in your member centre.

Due to technical and legal requirements:

- **Countries:** IdentityWorks<sup>SM</sup> is available to residents of the following countries / regions: Australia, Brazil, Canada, Germany, Hong Kong, India, Ireland, Italy, Mexico, Netherlands, New Zealand, Poland, Singapore, Spain, UK, and the US.
- **Languages:** Individuals enrolling in the service can view content in several languages including English, French, Italian, German, Portuguese and Spanish. Unfortunately, the service does not support Chinese language.
- **Age:** Individuals registering for the service must be at least 18 years old and legally capable of entering into binding contracts. Individuals under the age of 18 are therefore unable to register for the service.

Further information about Experian IdentityWorks<sup>SM</sup> is available at Experian's website ([www.experian.co.uk/content/dam/marketing/uki/uk/en/pdf/identity-and-fraud/data-breach/brochures/experian-identity-works-product-sheet.pdf](http://www.experian.co.uk/content/dam/marketing/uki/uk/en/pdf/identity-and-fraud/data-breach/brochures/experian-identity-works-product-sheet.pdf)) and upon registration for the service.

We encourage you to take up this offer. If you wish to use this service or have any questions about the intrusion, please contact the Club on [idmonitor@hkfc.com](mailto:idmonitor@hkfc.com).

As we work with our partners to continue the forensic investigation we will endeavour to keep all members up to date as further information becomes available.

Yours Sincerely,

Michael J Wood  
Chairman  
Hong Kong Football Club