CONSTANGY BROOKS, SMITH & PROPHETE LLP

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Cybersecurity & Data Privacy Team
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August 7, 2025

VIA ONLINE SUBMISSION
Attorney General Mike Hilgers
Office of the Attorney General
Consumer Protection Division
2115 State Capital
Lincoln, NE 68509
Email: ago.consumer@nebraska.gov

RE: Notice of Data Security Incident

To Attorney General Hilgers:

Constangy, Brooks, Smith & Prophete, LLP represents Connex Credit Union ("Connex") in connection with a data security incident described below. Connex is providing notice to potentially affected individuals of the incident. The purpose of this letter is to provide notice to your office pursuant to Neb. Rev. Stat. § 87-803.

I. Nature of the Security Incident

Connex experienced unusual activity in its cyber environment on June 3, 2025, and immediately started an investigation using independent experts to assist. The investigation revealed that certain files may have been accessed or downloaded without authorization between June 2 and 3, 2025. Connex thereafter worked to identify the individuals whose information was potentially involved in the incident. On July 27, 2025, Connex identified certain individuals whose personal information may have been involved in the incident.

II. Number of Nebraska Residents Affected

Connex provided notification to 24 Nebraska residents on August 7, 2025, via First-Class U.S. Mail. A sample copy of the notification letter sent to the impacted individuals is included with this correspondence.

The potentially affected data elements included names, account numbers, debit card information, Social Security numbers, and/or other government ID used to open the individual's account. Of note, Connex has no reason to believe the incident involved unauthorized access to member accounts or funds.

III. Actions Taken in Response to the Incident

As soon as Connex discovered the unusual network activity, it took immediate steps to secure its network systems, launched an investigation with the assistance of independent experts, and worked to determine whether any personal information was accessed or acquired without authorization in connection with the incident. Connex thereafter worked diligently to determine what personal information may have been affected, the individuals to whom the information pertained, and the addresses for those individuals to provide appropriate notification.

Connex has established a toll-free call center through Cyberscout, a TransUnion company, to answer questions about the incident and address related concerns. In addition, Connex is offering Nebraska residents twelve (12) months of complimentary credit and identity protection services through Cyberscout.

IV. Contact Information

If you have any questions or need additional information, please do not hesitate to contact me at 215.770.4234 or aweaver@constangy.com.

Sincerely,

Aubrey L. Weaver
Partner, Cybersecurity & Data Privacy Team

Encl. Sample Consumer Notification Letter

Connex Credit Union
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998

Connex
Banking for your possibilities

[redacted]

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August 6, 2025

Subject: Notice of Data Security Incident

Dear [redacted]:

We are writing to inform you of a data security incident that may have affected your personal information. At Connex Credit Union ("Connex"), we take the privacy and security of personal information very seriously. This is why we are informing you of the incident, providing you with steps you can take to protect your personal information, and offering you complimentary credit monitoring and identity protection services.

What Happened. We experienced unusual activity in our cyber environment on June 3, 2025, and immediately started an investigation using independent experts to assist. We later learned that some of our files had been accessed or downloaded without authorization between June 2 and 3, 2025. We then worked to determine whose information was potentially involved in the incident and, on July 27, 2025, completed our review and learned that some of your personal information may have been involved in the incident.

What Information Was Involved. The information may have included your name, account number, Social Security number, and/or other government ID used to open your account. Please note we have no reason to believe this incident involved unauthorized access to member accounts or funds.

What We Are Doing. As soon as Connex discovered the incident, we took the steps described above and implemented measures to enhance network security and minimize the risk of a similar incident occurring in the future. We also notified the National Credit Union Administration and federal law enforcement and will provide whatever cooperation may be necessary to hold the perpetrators accountable.

In addition, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for [redacted] from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to https://bfs.cyberscout.com/activate and follow the instructions provided. When prompted please provide the following unique code to receive services: [redacted]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What You Can Do. You can follow the recommendations included with this letter to help protect your information. In addition, you can also enroll in the complimentary Cyberscout identity protection services using the instructions provided above.

In addition, Connex recommends that all members remain vigilant of any communications that appear to come from Connex. For best practices on privacy and security tips, please visit https://www.connexcu.org/home/member-info-resources/resources/security-center/articles-tips.

For More Information. Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call our dedicated team with Cyberscout at **1-833-380-4364** Monday through Friday from 8 am to 8 pm Eastern time, excluding holidays. Representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Connex takes data privacy and security, and our members' trust in us, very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

Sincerely,

Connex Credit Union
412 Washington Avenue
North Haven, CT 06473

Steps You Can Take to Help Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the "FTC").

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax	Experian	TransUnion
P.O. Box 105851	P.O. Box 9532	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
1-800-525-6285	1-888-397-3742	1-833-799-5355
www.equifax.com	www.experian.com	www.transunion.com/get-credit-report

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Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com. For TransUnion: www.transunion.com/fraud-alerts.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. For TransUnion: www.transunion.com/credit-freeze.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission	Maryland Attorney General	Oregon Attorney General
600 Pennsylvania Ave, NW	200 St. Paul Place	1162 Court St., NE
Washington, DC 20580	Baltimore, MD 21202	Salem, OR 97301
consumer.ftc.gov	www.marylandattorneygeneral.gov/Pages/CPD	www.doj.state.or.us/consumer-protection
877-438-4338	888-743-0023	877-877-9392

California Attorney General	New York Attorney General	Rhode Island Attorney General
1300 I Street	The Capitol	150 South Main Street
Sacramento, CA 95814	Albany, NY 12224	Providence, RI 02903
www.oag.ca.gov/privacy	800-771-7755	www.riag.ri.gov
800-952-5225	ag.ny.gov	401-274-4400

Iowa Attorney General
1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

NY Bureau of Internet and Technology
28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
212.416.8433

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828

Kentucky Attorney General
700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
502-696-5300

NC Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov/protectingconsumers/
877-566-7226

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.