

Notice to Current and Former Desjardins Members and Clients

As part of an internal review and analysis, Desjardins has determined that an ill-intentioned employee had access to the personal information of members who currently have a Desjardins caisse account or have had one in the past, as well as current and former credit card holders and clients with in-store financing. This development relates to the privacy breach announced on June 20, 2019. No credit cards or other payment methods, like Interac or debit cards, have been compromised.

What Desjardins has done about it

We've put additional security measures in place to better protect the personal and financial information of everyone who does or has done business with Desjardins Group.

Who this notice is for

- Current and former members who have an account at a Desjardins caisse or have had one in the past
- Current and former credit card holders and clients who have or have had in-store financing (like Accord D or an auto or leisure vehicle loan)

What kind of information this notice concerns

The following personal information may have been affected: first and last name, date of birth, social insurance number, address, phone number, email address and details about banking habits and Desjardins products held.

Passwords, security questions and PINs (personal identification numbers) have not been compromised.

What you can do if this notice applies to you

You can get Equifax credit monitoring for free for five years. You'll have daily access to your credit score on Equifax's website, as well as credit report monitoring and alerts of key changes.

For more information about the terms or to sign up for the credit monitoring service, visit desjardins.com/personal-information.

In addition, all current Desjardins members and clients are now covered by Desjardins Identity Protection.

What you can do if you have questions

Protecting your personal information is our priority. For more information on the Equifax credit monitoring plan and for advice on protecting your privacy, visit desjardins.com/personal-information or call **1-800-CAISSES**, option 8 (1-800-224-7737, option 8).

You can also send us your questions and comments in writing, along with any related documents you wish to include. Write to confidentiality@desjardins.com or to:

Chief Privacy Officer
100 rue des Commandeurs
LEV 100 — RC-Y
Lévis QC G6V 7N5