



December 8, 2021

Dear Employee,

We sincerely apologize for the recent service delays and want to provide an update on the operational challenges we've been facing.

OTIP recently fell victim to a third-party cyber incident. Out of an abundance of caution, we shut down our systems to protect member information. We have been working with external experts and relevant authorities to investigate and resolve this matter. While the investigation is ongoing, we are approaching this matter as though member data may have been improperly accessed and are taking every precaution.

Due to the complexity of our systems, work to repair the damage caused by the third-party is slow and must be done in a careful manner to protect personal data. Regrettably, this will continue to cause service disruptions in some areas of OTIP's business over the next several weeks.

Our top priority continues to be finding ways to serve and support you during this situation while ensuring this incident is thoroughly investigated.

What this means to you

Rest assured, your coverage remains intact and has had no interruption.

OTIP is continuing to answer member calls during this service disruption.

We are also working hard to respond to higher than normal email volumes and so our turnaround times may be longer than usual.

With respect to the cyber incident, out of an abundance of caution, should we learn anyone's personal information has been compromised, we will contact them directly and provide credit monitoring services as an additional level of protection.

OTIP takes the care of our customers seriously, and we are working around the clock to get our services back online while doing everything we can to protect your information. We commit to keeping you updated as more information becomes available.

If you have additional questions about this cyber incident, you can contact our Incident Support Team for the OTIP Group of Companies at 1-888-350-1743, Monday to Sunday, 8 a.m. to 7 p.m. ET.