EFAP and credit monitoring reminders following cyberattack

April 20, 2021

Here are a few reminders regarding EFAP and credit monitoring following the December 2020 cyberattack for employees, former employees, retirees, and spouses. Everyone has been communicated with directly, but you may wish to pass along the information below to any individuals in your life who may need a reminder!

Register for credit monitoring before April 30

The deadline for current employees to register for two years of complimentary credit monitoring is quickly approaching on **Friday, April 30**. If you haven't already registered, you are encouraged to sign up for these services as a precautionary measure and to help mitigate any potential misuse of your sensitive personal information.

Note: the credit monitoring deadline for eligible former employees, retirees, and spouses is June 30, 2021.

Additional information

- More information on the credit monitoring service, myTrueIdentity, is available at translink.ca/cyberincident along with other resources and detailed FAQs.
- If you have additional questions, you can email the Incident Response Team at cyberincident@translink.ca.

EFAP available to eligible former employees, retirees, and spouses

TransLink has extended Homewood Health's Employee & Family Assistance Program (EFAP) services to eligible former employees, retirees, and spouses who have been impacted by the recent cyberattack. EFAP services are available up to December 31, 2021.

The EFAP services provided by Homewood Health support a wide range of personal concerns such as dealing with stress, anxiety, health issues, and more. The EFAP service is available 24 hours a day, seven days a week. Homewood Health can offer in-person or phone-in counselling services.

Additional information

- For more information, visit the Homewood Health website at homewoodhumansolutions.com.
- Alternatively, call 1.800.663.1142 and identify yourself as a former employee, retiree, or spouse of Coast Mountain Bus Company.