

We are writing to inform you of a data security incident that involved your personal information. Protecting the information entrusted to us is extremely important, and we sincerely regret that this occurred.

What Happened

On January 25th, 2026, we learned that a mailing sent to you displayed personal information through the envelope's address window. Specifically, due to a formatting error, certain information printed on the document inside the envelope was visible from the outside. We immediately corrected the issue and began a review to determine what information may have been exposed. Our investigation determined that this was the result of an inadvertent processing error and not a cyberattack or system intrusion. We are not aware of any misuse of your information; however, we are notifying you out of an abundance of caution.

What Information Was Involved

The information visible through the envelope window included your **name and Social Security number**. No financial account numbers, payment card data, or medical information were involved.

What We Are Doing

Upon discovering this issue, we:

- Corrected the mailing process to prevent a recurrence
- Reviewed our procedures and implemented additional safeguards
- Provided additional training to personnel involved in document preparation and mailing
- Arranged complimentary identity protection services for you
- A list of services provided in our identity protection plan are enclosed

We are offering you **12 months of credit monitoring and identity theft protection services at no cost to you**. These services include credit monitoring, fraud consultation, and identity theft restoration assistance. Enrollment instructions are provided on page 2.

We sincerely apologize for any concern this incident may cause and remain committed to protecting the information we maintain.

Sincerely,



MONITORING ACTIVATION INSTRUCTIONS

Instructions for Establishing Alert Services for Monitoring

For your protection, you are required to authenticate your identity before we can activate your credit monitoring service. This is an important step in protecting your identity, so please do this as soon as possible.

To complete the authentication process and activate credit monitoring, please follow these easy steps:

1. Visit <https://sidresponse.merchantsinfo.com>
2. You will be prompted to enter this promotional code: **idr2026** in the promotional code field and then click “Apply”
3. Click the blue “Enroll” button
4. Follow the instructions on each page to complete your enrollment and online authentication.

In order to authenticate your identity, you may be asked to provide information that is already contained in your credit file. This is to assure that you are the rightful owner of the information. If you have any questions regarding your credit monitoring services or you encounter a problem while enrolling you may call the Recovery Care Center at 1-800-505-5440 and a representative will be happy to assist you.

About Fraud Alerts

A fraud alert is a notation on your credit file that tells creditors to contact you before opening any new accounts or changing your existing accounts. Once you notify one of the three national credit bureaus of your fraud alert, the others will be notified to place a fraud alert as well. The bureau that you contacted will also send a copy of your credit report to you.

You may receive assistance with placing an alert by calling the Recovery Care Center or to place a fraud alert yourself you can call any of the credit reporting agencies below.

Equifax: 18005256285; www.equifax.com

Experian: 18883973742; www.experian.com/consumer

TransUnion: 18009168800; www.transunion.com

To request assistance regarding an identity theft incident, please call the Recovery Care Center at:

8005055440

Telephones are answered 24 hours a day, 7 days a week

Recovery Advocate hours are 8AM – 8PM EST

Services provided by Merchants Information Solutions, helping consumers “get smart” about credit for over 100 years. Since 1912, Merchants has helped thousands of persons protect their credit and provides certified Identity Theft Recovery professionals to manage the problem of identity theft, should fraud occur.