



P.O. Box 989728
West Sacramento, CA 95798-9728

Enrollment Code: [REDACTED]

To Enroll, Scan the QR Code Below:



Or Visit:



**<<IMPORTANT INFORMATION PLEASE
REVIEW CAREFULLY/NOTICE OF
DATA BREACH>>**

December 2, 2024

Dear [REDACTED]

We hope this letter finds you well. The privacy and security of the personal information we maintain is of the utmost importance to The Ability Experience. We are writing with important information regarding a recent data security incident that involved some of your information. We want to provide you with information about the incident, inform you about the services we are providing to you, and let you know that we continue to take significant measures to protect your information.

On or about February 3, 2024, The Ability Experience (formerly “Push America”) experienced unauthorized access to our network. Upon learning of this issue, The Ability Experience immediately commenced a prompt and thorough investigation. As part of our investigation, we have been working very closely with external cybersecurity professionals who are experienced in handling these types of incidents. After an extensive forensic investigation and manual document review, we discovered on November 21, 2024 that certain impacted files containing personal information may have been removed from our network by an unauthorized individual(s).

As a participant or as a supporter, you may have previously participated in or supported an Ability Experience or Push America program or team event, such as Journey of Hope, Gear Up Florida, Ability Camp/Push Camp, or an AccessABILITY Project. As part of your participation in one or more of these programs, you signed and provided an indemnity waiver that included certain personal information to The Ability Experience. These waivers and documents were impacted as a result of this incident. As such, the impacted files contained your [REDACTED]

To date, The Ability Experience is not aware of any reports of identity fraud or misuse of your information as a direct result of this incident. Out of an abundance of caution, The Ability Experience wanted to make you aware of the incident, explain the services we are making available to help safeguard you against identity fraud, and suggest steps that you should take as well.

To protect you from potential misuse of your information, The Ability Experience is offering a complimentary two-year membership of identity theft protection services through IDX. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. Additionally, you

should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

Please accept our apologies that this incident occurred. The Ability Experience remains fully committed to maintaining the privacy of personal information in our possession and has taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have questions regarding this letter, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable about what you can do to protect against the misuse of your information. The response line is available [REDACTED]

Sincerely,

A handwritten signature in black ink, appearing to read "Basil J. Lyberg". The signature is fluid and cursive, with the first name "Basil" and last name "Lyberg" clearly distinguishable.

BASIL LYBERG
President & Executive Director

– OTHER IMPORTANT INFORMATION –

1. Enrolling in Complimentary 24-Month Credit Monitoring.

1. ENROLL by: [REDACTED] (Your code will not work after this date.)
2. VISIT the **IDX website** to enroll: [REDACTED]
3. PROVIDE the **Activation Code**: [REDACTED]

2. Placing a Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary credit monitoring services, we recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

P.O. Box 105069
Atlanta, GA 30348-5069
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/fraud/center.html>
(888) 397-3742

TransUnion

Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19016-2000
<https://www.transunion.com/fraud-alerts>
(800) 680-7289

3. Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348-5788
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
(888)-298-0045

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://experian.com/freeze>
(888) 397-3742

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
<https://www.transunion.com/credit-freeze>
(888) 909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every twelve (12) months from each of the above three (3) major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any

accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.