

Norwex USA, Inc.
800 W. Bethel Road Suite 100
Coppell, Texas 75019
USA

December 23, 2024

NOTICE OF DATA BREACH

We, Norwex USA, Inc. (“we” or “Company”), are contacting you because we recently became aware of a security breach that may have resulted in the unauthorized acquisition of personal data. The types of information we store on systems that may have been affected by the incident include: social security number; driver's license; payroll information such as salaries, performance reviews and claims; tax form information; date of birth; mailing address.

WHAT WE ARE DOING

We took immediate action to activate our incident response and business continuity protocols to contain the incident. We initiated an investigation, alongside outside experts, and have reported the issue to law enforcement. We immediately disabled certain system features to further restrict access, and implemented company-wide measures to enhance security protocols. We have been restoring our systems as soon as we determined that it was safe to do so, and will continue to do so as quickly and securely as possible until we have returned our systems to normal operations.

We have also secured the services of Identity Defense, to provide identity monitoring at no cost to you for two years if you choose to register and activate the services. The identity monitoring services available to you helps detect possible misuse of your personal data, provides you with identity protection support and helps with resolution of identity theft.

To enroll in Identity Defense, visit app.identitydefense.com/enrollment/activate/Norwex

- 1. Enter your unique Activation Code** {{ActivationCode}}
Enter your Activation Code and click ‘Redeem Code’.
- 2. Create Your Account**
Enter your email address, create your password, and click ‘Create Account’.
- 3. Register**
Enter your legal name, home address, phone number, date of birth, Social Security Number, and click ‘Complete Account’.
- 4. Complete Activation**
Click ‘Continue to Dashboard’ to finish enrolling.

The deadline to enroll is March 25, 2025. After March 25, 2025, the enrollment process will close, and your Identity Defense code will no longer be active. **If you do not enroll by March 25, 2025, you will not be able to take advantage of Identity Defense, so please enroll before the deadline.**

If you need assistance with the enrollment process or have questions regarding Identity Defense, please call Identity Defense directly at 1.866.622.9303.

WHAT YOU CAN DO

In addition to utilizing the credit monitoring and identity theft protection program above, we encourage you to remain vigilant about any suspicious activity involving your personal data. For example, please do not open

attachments or click on links in electronic communications from unknown senders, and please do not reveal personal or confidential information to unknown persons over the phone or other channels. If someone you think you recognize is asking you to take steps you would not expect, we recommend that you verify their identity before proceeding.

OTHER IMPORTANT INFORMATION

Please consider the following additional information:

- You may wish to visit the website of the U.S. Federal Trade Commission at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or reach the FTC at 877-382-4357 or 600 Pennsylvania Avenue, NW, Washington, DC 20580 for further information about how to protect yourself from identity theft. Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, and the FTC.
- You may have the right to obtain any police report filed related to this incident, and to file a police report and obtain a copy of it if you are the victim of identity theft.
- U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free 877-322-8228.
- You can request information regarding “fraud alerts” and “security freezes” from the three major U.S. credit bureaus listed below. At no charge, if you are a U.S. resident, you can have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. This service can make it more difficult for someone to get credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it also may delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. A “security freeze” generally prohibits the credit reporting agency from releasing your credit report or any information from it without your written authorization. You should be aware that placing a security freeze on your credit account may delay or interfere with the timely approval of any requests that you make for new loans, credit, mortgages, or other services. Unlike fraud alerts, to obtain a security freeze you must send a written request to each of the three major reporting agencies and you may be required to provide information such as your: (1) name; (2) Social Security number; (3) date of birth; (4) current address; (5) addresses over the past five years; (6) proof of current address; (7) copy of government identification; and (8) any police/investigative report or complaint. Should you wish to place a fraud alert or a security freeze, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.
 - Experian: 888-397-3742; www.experian.com; P.O. Box 9554, Allen, TX 75013
 - Equifax: 800-525-6285; www.equifax.com; P.O. Box 105788, Atlanta, GA 30348
 - TransUnion: 800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000

- You have relevant rights pursuant to the federal Fair Credit Reporting Act. For more information, please see the U.S. Federal Trade Commission's bulletin on Fair Credit Reporting Act rights available here: <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>.

FOR MORE INFORMATION

We deeply regret any concern this may cause. If you have any further questions regarding this incident, please call the dedicated and confidential toll-free telephone line at **(855) 295-4393**. The response line is available from 9 am ET to 9 pm ET, Monday through Friday except major US holidays (including Christmas Day and New Year's Day).

Sincerely,

Norwex USA, Inc.