



Prime Retirement Solutions, LLC
A Prime Pensions Company

P.O. Box 989728

West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXX>>

Enrollment Deadline: September 26, 2025

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

June 26, 2025

Notice of Data Breach

To <<First Name>> <<Last Name>>:

Prime Retirement Solutions, LLC (“PRs”) is writing to inform you of a data security incident that may have involved your personal information. PRs provides administrative services for certain retirement and pension plans, including <<Variable Text A: Customer Name>>, for which you may be a current or former employee. This letter provides information about the incident and resources available to you.

What happened?

PRs recently became aware of a data security incident that impacted one PRs employee’s Office 365 account. In response to this incident, PRs forced a password reset and took other appropriate steps to prevent any further unauthorized access. PRs launched a forensic investigation with the assistance of a leading cybersecurity firm to determine the potential scope and impact and reported the matter to law enforcement. PRs performed a comprehensive review to identify individuals affected by this incident and the organization with which they are or were employed. Based on that review, which was ultimately completed on June 18, 2025, your personal information may have been involved.

What information may have been involved?

The personal information involved may have included name, address, date of birth, and Social Security number. Not all data elements were involved for each individual.

What we are doing.

PRs takes the protection of personal information seriously. As soon as we discovered the incident, we immediately launched a forensic investigation, took steps to mitigate and remediate the incident and to help prevent further unauthorized activity, and contacted law enforcement. In response to this incident, security and monitoring capabilities are being enhanced and systems are being hardened as appropriate to minimize the risk of any similar event in the future.

We have arranged to offer you 24 months of free credit monitoring and identity protection services through IDX, at no cost to you. Instructions on how to enroll in these services are included in the enclosed Reference Guide.

What you can do.

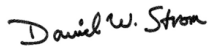
In addition to enrolling in complimentary credit monitoring services, the enclosed Reference Guide includes additional steps you can take to monitor and to help protect your personal information. We encourage you to remain vigilant by carefully reviewing credit reports and account statements to ensure that all activity is valid. Any questionable charges should be promptly reported to the organization with which the account is maintained.

For more information.

If you have any questions about this matter or would like additional information, please refer to the enclosed Reference Guide or call toll-free 1-800-939-4170. This call center is open from Monday through Friday, from 9:00 a.m. – 9:00 p.m. Eastern Time, except holidays.

We regret any inconvenience or concern this incident may cause you and want to assure you that we take this matter seriously.

Sincerely,

A handwritten signature in cursive script that reads "David W. Strom".

David Strom
Prime Retirement Solutions, LLC

Reference Guide

Review Your Account Statements

Carefully review account statements and credit reports to ensure that all of your account activity is valid. Report any questionable charges promptly to the financial institution or company with which the account is maintained.

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

How to Enroll in IDX Credit Monitoring Services

As a safeguard, you may enroll, at no cost to you, in online credit monitoring and identity restoration services provided by IDX for 24 months. To enroll in these services, please call 1-800-939-4170 or visit <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using Enrollment Code: <<XXXXXXXX>>

Individuals must enroll in order for the available services to go into effect, and the monitoring included in the membership must be activated to be effective. You have until September 26, 2025 to enroll in these services. Please note that credit monitoring services may not be available for individuals who have not established credit or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score. If you need assistance, IDX will be able to assist you.

We encourage you to take advantage of these protections and remain vigilant for incidents of potential fraud and identity theft, including regularly reviewing and monitoring your credit reports and account statements.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the following contact information: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.ftc.gov/idtheft/.

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of

identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 105069 Atlanta, GA 30348	1- 888-766-0008	www.equifax.com
Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	www.equifax.com
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	www.transunion.com

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than 5 business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

For Residents of Massachusetts

You have the right to obtain a police report with respect 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.