



July 3, 2025



NOTICE OF DATA BREACH

Horizon Spa & Pool Parts, Inc. ("Horizon"), a wholly owned subsidiary of Leslie's Poolmart, Inc., has learned that a data breach may have led to the disclosure of certain personal information. We want to provide you with information about the incident, steps we are taking in response, and steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so. We take the security of your information very seriously and deeply regret any concern this may cause you.

What Information Was Involved

Following a forensic investigation, Horizon determined that personal information held by Horizon may have been compromised. This information may have included your name, address, date of birth, email address, financial account information, medical insurance information, medical treatment information, and/or your social security number.

What We Are Doing

We take the privacy of personal information seriously and deeply regret that this incident occurred. Horizon has and continues to take steps to enhance the security of its systems, including replacing hardware and software, installing additional security monitoring tools, and performing audits of user, files, and configurations on an ongoing basis. We are also working with our security team to continue to fortify out security measures.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Data security is a priority for Horizon. We apply security patches for known vulnerabilities provided by third-party software vendors, regularly update our capabilities to monitor potential security threats and consistently manage access to our systems and data.

In addition to the steps already described, we are offering you 18 months of free identity monitoring services through Experian. To take advantage of these free services, please follow the instructions below.

What You Can Do

We encourage you to remain vigilant by reviewing your account statements and credit reports closely and immediately reporting any suspicious activity to the company that maintains the account for you. At the end of this letter, we have provided you with additional information regarding steps you can take to help protect yourself and your personal information, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. **We encourage you to review that additional information.**

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 18 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 18 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 18-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

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- Ensure that you **enroll** by October 31, 2025 by 11:59 pm UTC (Your code will not work after this date.)
- **Visit** the Experian website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code**: [REDACTED]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team by October 31, 2025 at 833-745-2417 Monday – Friday, 8 am – 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide engagement number B124332 as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 18-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax, and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

For More Information

We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call 833-745-2417 toll-free Monday through Friday from 8 am to 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide your engagement number B124332.

Sincerely,

Horizon Spa & Pool Parts, Inc.

Return Mail Processing, PO Box 999, Suwanee, GA 30024

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Recommended Steps to Help Protect Your Information

1. **Website and Enrollment.** Go to <https://www.experianidworks.com/3bcredit> and follow instructions for enrollment using your Membership Number provided in the letter.
2. **Activate the credit monitoring** provided as part of your Experian identity monitoring membership. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, Experian will be able to assist you.
3. **Telephone.** Contact Experian's customer care team at 833-745-2417 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
4. **Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You may also obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. **Place Free Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at no cost to you, with one of the three major credit bureaus by phone or website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

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Credit Bureaus

Equifax Fraud Reporting 1-
866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting 1-
888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well.

You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts and security freezes.

7. You can obtain additional information about the steps you can take to avoid identity theft and to obtain information on fraud alerts, credit freezes, and to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state attorney general. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

Information regarding identity theft published by the Federal Trade Commission can be found at:
<https://consumer.ftc.gov/features/identity-theft>

You can also report identity theft to the Federal Trade Commission at:
<https://www.identitytheft.gov/>
or by calling: 1-877-438-4338

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You can also contact the following federal agencies for additional information regarding security breach response and identity theft prevention and protection information:

Consumer Financial Protection Bureau (CFPB)

Website: <https://www.consumerfinance.gov/>

Phone Number: 1-855-411-2372

Social Security Administration (SSA)

Website: <https://www.ssa.gov/>

Phone Number: 1-800-772-1213

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