



July 16, 2025

Re: Notice of a Data Breach




InvoiceCloud, which provides digital payment solutions to customers across the utility, government, and insurance industries, recently identified a security event that affected your personal information. Please read this notice carefully as it provides up-to-date information on what happened and what we are doing, as well as how you can obtain complimentary credit monitoring and identity restoration services.

What happened?

On June 16, 2025, InvoiceCloud identified some unauthorized code had been placed on systems supporting some customer websites used to initiate payment card transactions. Once we discovered the issue, we took steps to stop it and engage a forensic firm to investigate what happened and what data may have been affected.

What personal information was involved?

We recently determined that your name, address, email, payment card number ending in  CVV, and expiration date were likely scraped by an unauthorized actor on June 16, 2025. **This security event did not impact your Social Security number, state identification number, or bank account information.**

What we are doing:

InvoiceCloud is committed to safeguarding personal information and is offering one year of complimentary credit monitoring and identity restoration services through our preferred third-party vendor, TransUnion, where those services are available.

Please see Attachment A for details regarding these complimentary credit monitoring and identity restoration services, as well as how to enroll with your unique code. **You must enroll by October 31, 2025, to receive these services.**

InvoiceCloud has also taken steps to deploy additional safeguards onto our systems, including reinforcing our security practices and is actively reviewing our systems to enhance security monitoring and controls, and to fortify the same. And, as part of our ongoing security operations, we regularly review our security and privacy policies and procedures and implement changes when needed to enhance our information security and privacy programs and controls.

What you can do:

In addition to enrolling in the credit monitoring and identity restoration services being offered to you at no charge, we encourage you to take the following precautions:

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- It is always a good idea to remain vigilant against threats of identity theft or fraud and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity.
- If you ever suspect that you are the victim of identity theft or fraud, you can contact your local police.

Additional information about how to protect your identity is contained in Attachment B.

For more information:

A dedicated call center is also being set up to answer your questions about this incident. You may call it toll free at +1 (833) 380-4988, Monday through Friday 8 a.m. to 8 p.m. ET (excluding major U.S. holidays).

We regret any inconvenience that this security event may have caused you, and we remain committed to safeguarding personal information.

Sincerely,

The InvoiceCloud Security Team

Encs. Attachment A
Attachment B

Attachment A - TransUnion Credit Monitoring Services

To activate your membership and start monitoring your personal information please follow the steps below:

In response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for one year (12 months) from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.



To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate>, and follow the instructions provided. When prompted please provide the following unique code to receive services:



In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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Attachment B - More Information about Identity Protection

INFORMATION ON OBTAINING A FREE CREDIT REPORT

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 reports, visit www.annualcreditreport.com or call toll-free +1 (877) 322-8228.

INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

You can contact the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services. A credit reporting agency may not charge you to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

Equifax
Consumer Fraud Division
P.O. Box 740256
Atlanta, GA 30374
+1 (800) 685-1111
www.equifax.com

Experian
Credit Fraud Center
P.O. Box 9554
Allen, TX 75013
+1 (888) 397-3742
www.experian.com

TransUnion
TransUnion LLC
P.O. Box 2000
Chester, PA 19022000
+1 (888) 909-8872
www.transunion.com

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over those prior five years;
5. Proof of current address such as a current utility bill or telephone bill; and
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 600 Pennsylvania Avenue, NW Washington DC 20580; telephone +1 (877) 382-4357; or www.consumer.gov/idtheft.

ADDITIONAL RESOURCES

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, or the FTC.

Colorado and Illinois residents: You may obtain information from the Federal Trade Commission and the credit reporting agencies about fraud alerts and security freezes.

Iowa residents: The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319; +1 (515) 281-5164; www.iowaattorneygeneral.gov.



Maryland residents: The Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; +1 (410) 528-8662 or +1 (888) 743-0023; and <https://www.marylandattorneygeneral.gov/>

North Carolina residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +1 (877) 566-7226 (Toll-free within North Carolina); +1 (919) 716-6400; or www.ncdoj.gov.

New Mexico residents: You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit:

<https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf> or www.ftc.gov.

New York residents: The Attorney General can be contacted at the Office of the Attorney General, The Capitol, Albany, NY 12224-0341; +1 (800) 771-7755; or www.ag.ny.gov.

Rhode Island residents: The Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and +1 (401) 274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this incident. Fees may be required to be paid to the consumer reporting agencies.

For Arizona, California, Iowa, Montana, New York, North Carolina, Washington, and West Virginia residents: You may obtain one or more (depending on your state of residency) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).

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