

Wusong Road LLC

2 Bennett Street

Cambridge, MA 02138

July 21, 2025

Subject: URGENT – Security Notification Regarding Your Personal Information

Dear Wusong Road LLC Employee,

As we have gone over multiple times in one-on-one meetings, direct messages, texts, announcements, and staff meetings, we are writing to formally notify you of a serious data breach involving our payroll provider, Toast Inc.

On or around July 16, 2025, unauthorized access occurred in Toast's system which compromised sensitive information including names, addresses, Social Security numbers, and bank account information. This breach was not caused by Wusong Road LLC. Toast Inc. has failed to respond, provide guidance, or take responsibility for their role in the compromise. Some employee accounts remain unsecured due to Toast's inaction.

What We Have Done

Wusong Road has taken extensive action to protect you. We locked down all systems we could access, reset login credentials, required password changes across all services, activated multi-factor authentication, and updated our Written Information Security Program. We also issued announcements, direct messages, and hosted in-person meetings to walk everyone through safety procedures. Staff were required to document and confirm their actions via email.

We will be changing all Toast clock-in codes to 6-digit numbers and verifying that your contact information in Toast is accurate.

To ensure your pay is protected, we will issue **paper checks for payroll on Friday, July 25th** while we assess the safety of Toast's direct deposit system.

What You Must Do Immediately**1. Place a Fraud Alert**

A fraud alert makes it harder for someone to open accounts in your name. It is free and lasts one year. Contact **any** one of the three bureaus to place the alert and they will notify the others:

- Equifax: 1-800-525-6285 or www.equifax.com
- Experian: 1-888-397-3742 or www.experian.com
- TransUnion: 1-800-680-7289 or www.transunion.com

2. **Place a Credit Freeze**

You should also place a credit freeze. This is stronger than a fraud alert and prevents new accounts from being opened under your name. Unlike a fraud alert, **you must contact all three credit bureaus individually** to place a freeze:

- Equifax: www.freeze.equifax.com
- Experian: www.experian.com/freeze
- TransUnion: www.transunion.com/freeze

3. **Check Your Credit Report**

You should check your credit report for any accounts you do not recognize or activity you did not authorize. You are entitled to one free credit report from each bureau at: www.AnnualCreditReport.com

4. **Add Alerts to Your Bank and Credit Accounts**

Enable transaction and login alerts with your bank. Monitor all activity closely.

5. **Consider Changing Your Bank Account Number**

Since bank account information was part of the breach, we strongly recommend contacting your bank to change your account number.

6. **Report Identity Theft if You See Warning Signs**

If you believe your Social Security number has been misused or you receive fraud alerts, visit www.IdentityTheft.gov to file a report and get a recovery plan.

7. **Update All Passwords and Enable MFA**

Ensure your email, Toast, 7Shifts, and bank accounts have strong, unique passwords and that multi-factor authentication is turned on.

8. **Be Aware of Scams and Phishing Attempts**

Do not respond to any strange emails or texts asking for your email account, phone number, or other personal information. If you receive anything suspicious, notify a manager immediately.

If you need help with any of these steps, please contact Jason Doo at **617-960-7428** or email **kitchen@wusongroad.com**. Please take this seriously and act immediately to protect your information.

Sincerely,
Jason Doo
Owner
Wusong Road LLC

