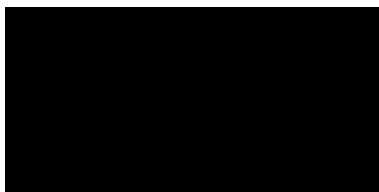




Return Processing Center: PO Box 173071  
Milwaukee, WI 53217

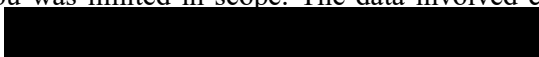




Dear 

The privacy and security of the personal information entrusted to us is of the utmost importance to Continental Bancorporation (“Continental”). We are writing to provide you with information regarding a recent cybersecurity incident that potentially involved some of your personal information. As such, we wanted to provide you with information about the incident, provide information regarding the services we are making available to you, and let you know that we continue to take significant measures to protect your personal information.

On April 10, 2025, Continental was notified that an unauthorized party attempted to gain access to Continental’s internal network via a recently published vulnerability associated with CrushFTP server software. After a thorough forensic investigation and manual document review, on June 3, 2025, we determined that certain files containing your personal information may have been accessed and/or acquired by the unauthorized party on March 31, 2025, and on April 9 and 10, 2025.

Prior to this incident, Continental had a significant number of cybersecurity measures in place. Since becoming aware of the incident, Continental has taken steps to further strengthen its network security.

The information related to you was limited in scope. The data involved contained certain personal information related to you, including your 

**To date, we are not aware of any reports of identity fraud or identity theft, or any other misuse of the personal information, as a direct result of this incident.** Continental has not observed any unusual account activity to date. Nevertheless, out of an abundance of caution, we wanted to make you aware of the incident. To protect you from the potential misuse of your information, we are offering you a complimentary  month membership to Privacy Solutions. For more information on identity theft prevention and the credit-monitoring product being offered to you, including instructions on how to activate your complimentary  month membership, please see the additional information provided below in this letter in the section labeled, “Other Important Information.”

This letter also provides precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis. Also, you can consider contacting your financial institution to request additional fraud protection and alerts on your accounts.

Continental values your privacy and deeply regrets that this incident has occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We

continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information and will continue to do so in light of this incident.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have established to respond to questions surrounding the incident at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to best protect against the misuse of your information. The response line is available [REDACTED]  
[REDACTED]

Sincerely,

Continental Bancorporation  
15 W South Temple, Suite 300  
Salt Lake City, UT 84101

## **- OTHER IMPORTANT INFORMATION -**

### **1. Enrolling in Complimentary [REDACTED] Month Credit Monitoring.**

To enroll in the credit monitoring services at no charge, please visit [REDACTED] and enter the following activation code [REDACTED] to activate your membership and start monitoring your personal information. Please note the deadline to enroll is October, 31, 2025. Privacy Solutions provides credit monitoring through Equifax, credit report and score access, \$1 million identity theft insurance with \$0 deductible, Identity Restoration services, and dark web monitoring.

### **2. Placing a Fraud Alert on Your Credit File.**

We recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

#### **Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

#### **TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

### **3. Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

#### **Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
<https://www.freeze.equifax.com>  
1-800-349-9960

#### **Experian**

**Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

#### **TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016  
<http://www.transunion.com/securityfreeze>  
1-888-909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If you do place a security freeze *prior* to enrolling in any credit monitoring service, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

### **4. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **[www.annualcreditreport.com](http://www.annualcreditreport.com)**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

## 5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

**Massachusetts Residents:** Under Massachusetts law, you have the right to obtain a police report in regard 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.

\* \* \* \* \*