

## NOTICE OF DATA BREACH

Broadvoice values and respects the privacy and security of your personal information. We are writing to inform you of a recent data security incident that affected certain employee information. Because protecting your data is our top priority, we are providing details about what happened, the steps we have taken, and the resources available to you.

- 1. What Happened:** On September 11, 2025, a phishing email impersonating a trusted source was sent from a fraudulent email address to one of our employees. In response, the employee inadvertently provided copies of 2024 W-2 forms to the fraudulent email address. The incident was discovered on September 11, 2025, at approximately 11:15 am Pacific Time. We promptly contained the threat and initiated an investigation. Accordingly, we are notifying all affected employees whose information was shared.
- 2. What Information Was Involved:** The information disclosed as a result of this incident consisted of copies of employee 2024 IRS Form W-2s. These forms include personally identifiable information ("PII") such as your full legal name, residential address, Social Security number, and wage or income information. This information is considered sensitive under applicable federal and state privacy and data security laws because it may be used for purposes of identity theft or other fraudulent activity if misused by an unauthorized party.

**Risk of Harm:** At this time, Broadvoice has no evidence that the exposed information has been misused for identity theft or other fraudulent purposes. However, because the information involved includes sensitive identifiers such as Social Security numbers and wage information, there is an increased risk that it could be misused if obtained by an unauthorized individual. Out of an abundance of caution, we are providing you with identity theft protection services and strongly encourage you to take the preventative steps outlined in this notice.

- 3. What We Are Doing:** Our IT team immediately blocked the phishing fraudulent email account and is preserving all necessary data. We have also engaged security measures to assess our systems and recommend additional safeguards to prevent future incidents. In

addition to the steps outlined above, we have notified the IRS regarding this matter. As an added protection for you, Broadvoice has arranged to provide you with 36 months of free credit monitoring and identity theft protection at no cost to you. These services include credit monitoring, fraud consultation, and identity theft restoration if needed. Instructions on how to enroll in these services are provided at the end of this notice.

**4. What You Can Do:** We strongly encourage you to take the following steps to protect yourself:

- Place a fraud alert or security freeze on your credit file.
- Obtain an IRS Identity Protection PIN to help secure your tax filings.
- Enroll in the complimentary credit monitoring and identity theft protection services offered by Broadvoice.
- Monitor your financial account statements and credit reports regularly for suspicious activity.
- Obtain free annual credit reports at [www.annualcreditreport.com](http://www.annualcreditreport.com).
- Consider filing and IRS Identity Theft Affidavit (Form 14039) <https://www.irs.gov/identity-theft-fraud-scams/identity-theft-affidavit>

**Contact information for the three major credit reporting agencies is below:**

- Equifax: 1-800-525-6285, [www.equifax.com](http://www.equifax.com)
- Experian: 1-888-397-3742, [www.experian.com](http://www.experian.com)
- TransUnion: 1-800-680-7289, [www.transunion.com](http://www.transunion.com)

**5. For More Information:** Protecting your information is important to us, as is providing you with the assistance you may need in connection with this incident. We will comply with all applicable state notification laws. If you have questions about your privacy rights, you may contact us directly at [DPO@broadvoice.com](mailto:DPO@broadvoice.com) or your state's Attorney General.



**For More Information** For general information on protecting your identity, you may visit the Federal Trade Commission at [www.identitytheft.gov](http://www.identitytheft.gov) or call 1-877-ID-THEFT (1-877-438-4338).

### **Additional Rights for California Residents**

If you are a California resident, you have the right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit file at no cost. A security freeze prohibits a credit reporting agency from releasing information in your credit report without your express authorization.

### **California Department of Justice**

(916) 445-9555

[www.oag.ca.gov](http://www.oag.ca.gov)

Broadvoice remains committed to protecting the privacy and security of your personal information. Please do not hesitate to reach out with any questions or concerns as we are here to support you.

Sincerely,

Jim Murphy

CEO, Broadvoice

### **ADDITIONAL RESOURCES**

To help protect your identity, we are offering complimentary access to Experian Identity Works SM for 36 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 36 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](http://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 Identity Works as a complimentary 36-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:

- Ensure that you enroll by December 31<sup>st</sup>, 2025 by 11:59 pm UTC (Your code will not work after this date.)



- Use the QR Code or visit the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/credit>
- Provide your activation code: [Activation Code]

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 December 31<sup>st</sup>, 2025 at (833) 931-7577 Monday through Friday, 8am – 8pm Central Time (excluding major U.S. holidays). Be prepared to provide engagement number B152527 as proof of eligibility for the Identity Restoration services by Experian.

## **ADDITIONAL DETAILS REGARDING YOUR 36-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 file for indicators of fraud.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks Extend CARE™: 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.

\* 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.