



Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

Postal Endorsement Line
Parent or Guardian of

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Dear Parent or Guardian of [REDACTED]

The privacy and security of the personal information entrusted to us is of the utmost importance to REACH, Inc. (“Reach”). We are writing to provide you with information regarding a cybersecurity incident that potentially involved some of your minor’s personal and/or protected health information. As such, we wanted to provide you with information regarding the incident, and let you know that we continue to take significant measures to protect your minor’s information.

What Happened?

Reach discovered that there was unauthorized access to two employee email accounts.

What We Are Doing.

Upon learning of this issue, Reach immediately launched a technical investigation in consultation with outside cybersecurity professionals experienced in handling these incidents. Following an extensive investigation and manual document review, we learned on September 9, 2025, that the impacted email accounts were accessed between November 21, 2024, and February 3, 2025, contained a limited amount of personal and/or protected health information that may have been accessed or acquired by the unauthorized party.

What Information Was Involved?

The impacted email account contained your minor’s full name and [REDACTED]

What You Can Do.

We have no evidence that any of your minor’s information has been misused. Nevertheless, out of an abundance of caution, we want to make you aware of the incident.

This letter provides precautionary measures you can take to protect your minor’s personal and health information, including placing a Fraud Alert and/or Security Freeze on your minor’s credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements, explanation of benefits, and credit reports for fraudulent or irregular activity on a regular basis. To the extent that it is helpful, we are also suggesting steps you can take to protect your minor’s medical information on the following pages.

For More Information.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to help protect against potential misuse of your information. The response line is available Monday through Friday, [REDACTED] p.m., EST. (excluding major U.S. holidays).

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal and protected health 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 information.

Sincerely,

REACH, Inc.
213 3rd Street
Juneau, AK 99801

– OTHER IMPORTANT INFORMATION –

1. Placing a Fraud Alert on Your Minor’s Credit File.

We recommend that you place an initial one-year “Fraud Alert” on your minor’s 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
1-800-525-6285

Experian
P.O. Box 2002
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion LLC
P.O. Box 2000
Chester, PA 19016
www.transunion.com
1-800-680-7289

2. Placing a Security Freeze on Your Credit File.

If you are very concerned about your minor becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your minor’s 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 minor’s 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 minor’s 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.

3. 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**. Once you receive your minor’s credit reports, review them for discrepancies. Identify any accounts your minor did not open or inquiries from creditors that your minor did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Protecting Your Minor’s Medical Information.

As a general matter the following practices can help to protect your minor from medical identity theft.

- Only share your health insurance cards with your minor’s health care providers and other family members who are covered under your insurance plan or who help you with your minor’s medical care.
- Review your “explanation of benefits” statement which you receive from your health insurance company. Follow up with your insurance company or the care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential disclosure (noted above) to current date.

- Ask your insurance company for a current year-to-date report of all services paid for your minor as a beneficiary. Follow up with your insurance company or care provider for any items you do not recognize.

5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your minor's 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 minor's credit reports or have reason to believe your minor's 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 your minor of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at 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 minor's 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 minor's personal information has been used to file a false tax return, to open an account or to attempt to open an account in your minor's name or to commit fraud or other crimes against your minor, you may file a police report in the City in which you currently reside.