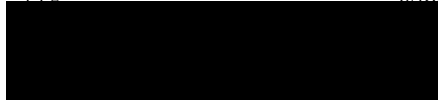


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November 12, 2025



Subject: Notice of Data Security Event

Dear ,

Oakland Museum of California (“OMCA”) writes to inform you of a recent data security event that may have affected your personal information. We take the privacy and security of all information within our possession very seriously. Please read this letter carefully as it contains information regarding the event and steps that you can take to help protect your personal information.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this event. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy.

Massachusetts law also allows consumers to place a credit freeze on their credit reports. A credit freeze prohibits a consumer reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a credit 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.

To place a credit freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies:

Equifax Credit Freeze: P.O. Box 105788, Atlanta, GA 30348, 1-800-685-1111, www.equifax.com
Experian Credit Freeze: P.O. Box 9701, Allen, TX 75013, 1-888-397-3742, www.experian.com/freeze/center.html
TransUnion Credit Freeze: P.O. Box 2000, Chester, PA, 19016, 1-888-909-8872, freeze.transunion.com

In order to request a credit freeze, you will need to provide the following information:

1. Full name and any suffixes;
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five years, the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver’s license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The consumer reporting agencies have three (3) business days after receiving your request to place a credit freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the credit freeze.

To lift the credit freeze in order to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the credit freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days after receiving your request to lift the credit freeze for those identified entities or for the specified period of time.

To remove the credit freeze, you must send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the credit freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the credit freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a credit freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at www.annualcreditreport.com or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580,
www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

In addition to providing resources you can utilize to help protect your information, OMCA is also providing you with the opportunity to enroll in complimentary credit monitoring and identity theft protection services through Cyberscout, a TransUnion company ("Cyberscout") specializing in fraud assistance and remediation services. The complimentary credit monitoring and identity theft protection and resolution services include: a \$1,000,000 identity theft insurance policy, at no charge to you. Cyberscout's services provide you with alerts for twenty-four (24) months from the date of enrollment when changes occur to your credit file. These services also include proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. Please note the deadline to enroll is **February 12, 2026**.

To enroll in these 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: [REDACTED]. 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.

If you have any questions regarding this event or need assistance, Cyberscout representatives are available for 90 days from the date of this letter between 5:00 am to 5:00 pm Pacific Time, Monday through Friday, excluding major U.S. holidays. If you have any questions, please call 1-800-405-6108. Cyberscout representatives can help answer questions you may have regarding the protection of your information.

Sincerely,

Oakland Museum of California
1000 Oak Street
Oakland, CA 94607