

# **EXHIBIT A**

American Plumbing & Heating Corporation  
c/o Cyberscout  
<Return Address>  
<City>, <State> <Zip>



<<FirstName>> <<LastName>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<PostalCode+4>>

February 4, 2025

Dear <<FirstName>> <<LastName>>:

We write to notify you about a matter that affects some of your information, and to provide you with two (2) years of complimentary identity monitoring services. Please note that Massachusetts law limits the information that we can share about this matter in this letter, so we established a toll-free dedicated assistance line that you may call for more information about what happened. You may also review the remainder of this letter to learn about free resources available to you. These resources include complimentary identity monitoring enrollment instructions, how to obtain and monitor your free credit reports, and how to place a fraud alert and security freeze on your credit files. Please review the "Enroll in Monitoring Services" and "Monitor Your Accounts" sections below for more information.

### **Enroll in Monitoring Services**

In response to this matter, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for twenty-four (24) months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring 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: <<UniqueCode>>.

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. 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.

### **Monitor Your Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a

consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer's name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

**Equifax**—[www.equifax.com](http://www.equifax.com) and 1-888-298-0045

**Experian**—[www.experian.com](http://www.experian.com) and 1-888-397-3742

**TransUnion**—[www.transunion.com](http://www.transunion.com) and 1-800-916-8800

### **Additional Information**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and state Attorney General.

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

### **For More Information**

If you have questions about this matter, you may contact our toll-free dedicated assistance line at 1-800-405-6108 Monday through Friday from 8:00 a.m. through 8:00 p.m. Eastern Time (excluding U.S. holidays).

You may also write to us at American Plumbing & Heating Corporation, Attn: Compliance, 1000 Cordwainer Drive, Norwell, MA 02061.

Sincerely,

American Plumbing & Heating Corporation

American Plumbing & Heating Corporation  
c/o Cyberscout  
<Return Address>  
<City>, <State> <Zip>



Parent/Guardian of  
<<FirstName>> <<LastName>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<PostalCode+4>>

February 4, 2025

Dear Parent or Guardian of <<FirstName>> <<LastName>>:

We write to notify you about a matter that affects some of your minor dependent's information, and to provide your minor dependent with two (2) years of complimentary identity monitoring services. Please note that Massachusetts law limits the information that we can share about this matter in this letter, so we established a toll-free dedicated assistance line that you may call for more information about what happened. You may also review the remainder of this letter to learn about free resources available to your minor dependent. These resources include complimentary identity monitoring enrollment instructions, how to obtain and monitor your minor dependent's free credit reports, if any, and how to place a fraud alert and security freeze on your minor dependent's credit files, if relevant. Please review the "Enroll in Monitoring Services" and "Monitor Accounts" sections below for more information.

### **Enroll in Monitoring Services**

In response to this matter, we are providing you with access to Cyber Monitoring services for you and your minor dependent for twenty-four (24) months at no charge. Cyber Monitoring will look out for yours and your minor dependent's personal data on the dark web and alert you if your personally identifiable information or your minor dependent's is found online. These services will be provided by Cyberscout a TransUnion company specializing in fraud assistance and remediation services.

### **How do I enroll for the free services?**

To enroll in Cyber Monitoring 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: <<UniqueCode>>.

Once you have enrolled yourself, click on your name in the top right of your dashboard and select "Manage Family Protection" then "Add Family Member" to enroll your minor dependent. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and an email account and will require enrollment by parent or guardian first. 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.

### **Monitor Accounts**

Typically, credit reporting agencies do not have a credit report in a minor's name. To find out if your minor dependent has a credit report or to request a manual search for your minor dependent's Social Security

number, each credit bureau has its own process. To learn more about these processes or request these services, you may contact the credit bureaus by phone or in writing or you may visit the below websites:

**Equifax:** [www.equifax.com](http://www.equifax.com); 1-888-298-0045; P.O. Box 105788 Atlanta, GA 30348-5788

**Experian:** [www.experian.com](http://www.experian.com); 1-888-397-3742; P.O. Box 9554, Allen, TX 75013

**TransUnion:** [www.transunion.com](http://www.transunion.com); 1-800-916-8800; P.O. Box 160, Woodlyn, PA 19094

To request information about the existence of a credit file in your minor dependent's name, search for your dependent's Social Security number, place a security freeze on your dependent's credit file, place a fraud alert on your dependent's credit report (if one exists), or request a copy of your dependent's credit report you may be required to provide some or all the following information:

- A copy of your driver's license or another government issued identification card, such as a state identification card, etc.;
- Proof of your address, such as a copy of a bank statement, utility bill, insurance statement, etc.;
- A copy of your minor dependent's birth certificate;
- A copy of your minor dependent's Social Security card;
- Your minor dependent's full name, including middle initial and generation, such as JR, SR, II, III, etc.;
- Your minor dependent's date of birth; and
- Your minor dependent's previous addresses for the past two years.

### **Additional Information**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and state Attorney General.

Under Massachusetts law, your minor dependent has the right to obtain any police report filed in regard to this matter. If your minor dependent is the victim of identity theft, they also have the right to file a police report and obtain a copy of it.

### **For More Information**

If you have questions about this matter, you may contact our toll-free dedicated assistance line at 1-800-405-6108, Monday through Friday from 8:00 a.m. through 8:00 p.m. Eastern Time (excluding U.S. holidays). You may also write to us at American Plumbing & Heating Corporation, Attn: Compliance, 1000 Cordwainer Drive, Norwell, MA 02061.

Sincerely,

American Plumbing & Heating Corporation