



P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>  
<<Country>>

Enrollment Code: <<ENROLLMENT>>

Enrollment Deadline: March 17, 2026

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

December 17, 2025

**Re: Notice of Vendor <<Variable 2 Header>>**

**Dear <<First Name>> <<Last Name>>,**

I am writing to you about a recent security incident involving a third-party vendor used by Parexel International (“Parexel,” “we,” or “us”) that resulted in unauthorized acquisition of Parexel files hosted by this vendor on its computer systems.

**Please note that this incident was limited to the vendor’s environment; Parexel’s own systems remain secure, and there is no evidence of any compromise of Parexel’s internal network or systems.**

We have no evidence at this time that your personal information has been misused, but we are sending this letter to:

- Communicate what happened.
- Identify the personal information involved.
- Provide details on how to enroll in 24 months of identity monitoring and theft resolution services we are offering to you at no charge.

**What Happened?** On October 4, 2025, we detected suspicious activity impacting a portion of our Oracle OCI E-Business Suite (“Oracle EBS”) environment hosted by Oracle and immediately engaged third-party cybersecurity experts to investigate. Our investigation has confirmed the activity stemmed from a zero-day exploit impacting Oracle’s cloud infrastructure that was announced by Oracle on October 5, 2025. Parexel is one of many Oracle customers believed to be impacted by this incident.

**What Are We Doing?** We immediately disconnected Oracle EBS from our network and applied the patch addressing the zero-day vulnerability as soon as it was made available by Oracle. We are following the guidance of Oracle and our cybersecurity partners to ensure ongoing security of the Oracle environment. We have conducted an in-depth review of the files to understand what information may have been involved and recently learned that some of these files included your personal information.

**What Information Was Involved?** The files may have contained your name, date of birth, financial account number and/or payment card number (without CVV), social security and/or national ID number provided to Parexel in connection with your employment.

**What You Can Do?** We have enclosed instructions on how to enroll in a complimentary credit monitoring service for the next twenty-four (24) months. If you are interested in this service, you can enroll online or by phone. Enrollment in this service is completely free, and doing so does not affect your credit score. We are also enclosing several informational resources to learn more about steps that can be taken to protect against identity theft or fraud.

**For More Information.** If you have any questions about this incident, or to activate the complimentary credit monitoring service, please reach out to our dedicated support team at [REDACTED] from 9 a.m. to 9 p.m. ET, Monday through Friday (excluding major U.S. holidays).

Sincerely,

Parexel International

## **DETAILS REGARDING YOUR IDX MEMBERSHIP**

We are offering you a 24-month, complimentary membership for IDX identity protection to help with detection and resolution of identity theft. To activate your membership and start monitoring your personal information, please follow the steps below:

**1. Website and Enrollment.** Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is March 17, 2026.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-844-958-0908 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

## **IDENTITY PROTECTION REFERENCE GUIDE**

**1. Review your Credit Reports.** We recommend that you monitor your credit reports for any activity you do not recognize. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

If you see anything in your credit report that you do not understand, call the credit bureau at the telephone number on the report. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing.

**2. Place Fraud Alerts.** You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. Please note that placing a fraud alert may delay you when seeking to obtain credit. You can learn more about fraud alerts by contacting the credit bureaus or by visiting their websites:

Equifax  
<https://www.equifax.com/personal/credit-report-services/>  
1-888-298-0045

Equifax Fraud Alert, P.O. Box 105069  
Atlanta, GA 30348-5069  
Equifax Credit Freeze, P.O. Box 105788  
Atlanta, GA 30348-5788

Experian  
<https://www.experian.com/help/>  
1-888-397-3742  
Experian Fraud Alert, P.O. Box  
9554, Allen, TX 75013  
Experian Credit Freeze, P.O. Box  
9554, Allen, TX 75013

TransUnion  
<https://www.transunion.com/credit-help>  
1-800-916-8800  
TransUnion Fraud Alert, P.O. Box  
2000, Chester, PA 19016  
TransUnion Credit Freeze, P.O. Box  
160, Woodlyn, PA 19094

It is only necessary to contact one of these bureaus and use only one of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You should receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

**3. Place Security Freezes.** By placing a security freeze, someone who fraudulently acquires your personally identifying information will not be able to use that information to open new accounts or borrow money in your name. Federal and state laws prohibit charges for placing, temporarily lifting, or removing a security freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze.

To place a security freeze, you must contact each of the three national credit reporting bureaus listed above and provide the following information: (1) your full name; (2) your social security number; (3) date of birth; (4) the addresses where you have lived over the past two years; (5) proof of current address, such as a utility bill or telephone bill; (6) a copy of a government issued identification card; and (7) if you are the victim of identity theft, include the police report, investigative report, or complaint to a law enforcement agency. If the request to place a security freeze is made by toll-free telephone or secure electronic means, the credit bureaus have one business day after receiving your request to place the security freeze on your credit report. If the request is made by mail, the credit bureaus have three business days to place the security freeze on your credit report after receiving your request. The credit bureaus must send confirmation to you within five business days and provide you with information concerning the process by which you may remove or lift the security freeze. There is no cost to place a security freeze.

**4. Monitor Your Account Statements.** We encourage you to carefully monitor your financial account statements for fraudulent activity and report anything suspicious to the respective institution or provider.

**5. You can also further educate yourself** regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, your state Attorney General, or the Federal Trade Commission (FTC). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (877-438- 4338); and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.