



Performance
Integrity
Reputation

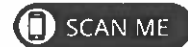
April 10, 2025

[FIRST] [LAST]
[ADDRESS 1]
[ADDRESS 2]
[CITY] [STATE] [ZIP]

Re: Notice of Data Breach

Enrollment Code: HD5MVF4AR

To Enroll, Scan the QR Code Below:



Or Visit:

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

Dear [FIRST NAME AND LAST NAME]:

Avpro Inc. (Avpro) takes seriously the privacy and security of personal information that it holds. Because of this, we are writing to inform you of a cybersecurity incident that the company recently experienced which may have involved some of your personal information. This letter is to inform you of this incident, the steps we are taking in response, and the steps that you may want to consider to help protect your affected information.

What We Are Doing?

To help prevent a similar occurrence in the future, Avpro has implemented a number of measures designed to enhance the security of our IT systems and data stored in those systems.

As a precaution, we are offering you a complimentary, 24-month credit monitoring service with IDX. The IDX service helps detect possible misuse of your personal information and provides you with identity protection support focused on identification and resolution of identity theft concerns. This credit monitoring service is free to you and enrolling in this program will not hurt your credit score.

What You Can Do.

We encourage you to review the additional information on the attached pages, which provide (i) details about the complimentary IDX credit monitoring service and its activation, (ii) information on additional steps you can take in response to this incident, and (iii) certain state-specific notices, as applicable. Please note that the deadline to enroll for this credit monitoring service is August 9, 2025.

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

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report

without written authorization. However, please be aware that placing a security 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze. The attached notices provide additional information about security freezes on your credit report.

The attached notices also outline how you may obtain a free copy of your credit report. You may obtain one or more additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

For More Information.

Avpro takes seriously the security of personal information that it maintains. Should you have further questions regarding this incident, please 410-573-1515, Monday through Friday between 9 a.m. to 5 p.m. Eastern Time. and we will do our best to address your questions.

Sincerely,

Avpro Inc.

Credit Monitoring Enrollment Information

Credit monitoring for 24 months is provided as part of the complimentary IDX identity protection membership that is offered. 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.

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. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.

Please note that the deadline to enroll for this credit monitoring service is August 9, 2025.

Additional Information Concerning Identity Theft and Related Matters

Credit Reporting Companies. Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111	Phone: 1-888-397-3742	Phone: 1-888-909-8872
P.O. Box 740256	P.O. Box 9554	P.O. Box 105281
Atlanta, Georgia 30348	Allen, Texas 75013	Atlanta, GA 30348-5281
www.equifax.com	www.experian.com	www.transunion.com

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within

three business days after it gets your request. You also can lift the freeze temporarily without a fee.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement.

It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.