



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

NOTICE OF CYBERSECURITY INCIDENT

Dear <<Full Name>>,

For 50 years, Victory Programs has shared a commitment to serving our community and clients. This includes a commitment to protect the information that is shared with us. Unfortunately, as is the case with many organizations regardless of their level of security, we recently experienced a cybersecurity incident. We are reaching out to provide you more information on the incident and an opportunity to enroll in free credit monitoring.

WHAT HAPPENED

On February 21, 2025, we identified a phishing attack directed at one employee. We promptly engaged third-party experts to investigate the scope of the incident. Based on our investigation, we believe that an unauthorized third party used unlawful and fraudulent means to obtain personal information on some of our current and former employees, but also that there was no unauthorized access to the employee's email account more broadly.

WHAT INFORMATION WAS INVOLVED

Our investigation determined that the following types of personal information related to you were impacted: full name, contact information, date of birth, Social Security number, and income information.

WHAT WE ARE DOING

At the time of the incident, we had in place information-security practices that are intended to help guard against incidents like this one. When we became aware of the suspicious activity, we hired third-party experts to address this situation, perform an investigation into the unauthorized activity, and further secure our systems. We also notified law enforcement, which did not delay this notice.

WHAT YOU CAN DO

Enclosed with this letter you will find steps you can take to protect yourself. In addition, we are offering a complimentary <<CM Duration>>-month membership to Experian IdentityWorks. This product helps detect possible misuse of personal information. To register, please:

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** <<Activation Code>>

If you have questions or want an alternative to enrolling in Experian IdentityWorks online, please contact Experian at 877-288-8057 by <<Enrollment Deadline>> and provide them engagement number <<Engagement Number>>.

FOR MORE INFORMATION

We have established a toll-free call center to support you and answer your questions. You can contact the call center at 888-498-3931, Monday to Friday 9:00 am to 9:00 pm Eastern Time, and one of our representatives will be happy to assist you. We appreciate your patience as we work through this process.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Porter", with a long horizontal flourish extending to the right.

Sarah Porter
President & CEO

ADDITIONAL STEPS YOU CAN TAKE

Remain vigilant – We encourage you to remain vigilant for fraud or identity theft by reviewing your account statements and free credit reports. You can also find additional suggestions at www.IdentityTheft.gov/.

- You should confirm that your credit card company has the correct address on file for you and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company and inform them that you have received this letter.
- You should obtain and review a free copy of your credit report by visiting www.annualcreditreport.com or calling (877) 322-8228. You may obtain a copy of your credit report, free of charge, once per week. We recommend you do so and if the report is incorrect, you should contact the appropriate consumer reporting agency—Equifax, Experian, or TransUnion.

Consider placing a fraud alert or security freeze on your credit file – Consumer reporting agencies have tools you can use to protect your credit, including fraud alerts and security freezes.

- A fraud alert is a cautionary flag you can place on your credit file to notify companies extending you credit that they should take special precautions to verify your identity. A fraud alert is free and will stay on your credit report for one (1) year, but you can renew it. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency. Additional information is available at www.annualcreditreport.com.
- A security freeze is a more dramatic step that will prevent others from accessing your credit report, which will prevent them from extending you credit. You must contact each consumer reporting agency separately to order a security freeze, and they may require you to provide them with your full name, Social Security number, date of birth, and current and previous addresses. There is no fee for requesting, temporarily lifting, or permanently removing a security freeze with any of the consumer reporting agencies. You can obtain more information about security freezes by contacting the consumer reporting agencies or the Federal Trade Commission.

Report suspicious activity – If you believe you are the victim of identity theft, consider (1) notifying your Attorney General, local law enforcement, or the Federal Trade Commission; (2) filing a police report and requesting a copy of that report; and (3) visiting www.IdentityTheft.gov/ to report the issue and get recovery steps.

Contact relevant authorities – You may contact the below resources to (1) get more information on fraud alerts or security freezes and (2) learn more about protecting yourself from fraud or identity theft.

Federal Trade Commission
600 Pennsylvania Ave. NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov

Equifax
P.O. Box 740241
Atlanta, GA
30374
(800) 685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
(888) 909-8872
www.transunion.com

For New York Residents: the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224; 1-800-771-7755; www.ag.ny.gov.

For Rhode Island Residents: the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and (401) 274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are <<RI Count>> Rhode Island residents impacted by this incident.

You can also find your Attorney General's contact information at: <https://www.usa.gov/state-attorney-general>.