

EXHIBIT A



Orleans Southwest Supervisory Union
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS484



March 12, 2025

NOTICE OF SECURITY INCIDENT

Dear _____ :

PowerSchool, a software provider used by many schools around the country, including Orleans Southwest Supervisory Union (“OSSU”), notified OSSU that they experienced a security event which impacted data hosted on their systems. Based on the information provided by PowerSchool, OSSU understands that the affected data may involve your personal information. Due to requirements imposed by Massachusetts law, we are unable to provide details about the nature of the incident in this letter. Nevertheless, we are providing you with notice of this event so that you can better protect your information should you feel it is appropriate to do so.

OSSU takes the confidentiality, privacy, and security of information in its care very seriously. Upon discovery of the event, OSSU conducted a diligent investigation and reviewed the information provided by PowerSchool to identify any individuals whose personal information may have been affected. In addition to notifying you, OSSU will be notifying applicable state regulators.

As an added precaution, OSSU, through PowerSchool, is providing you with access to credit monitoring services for twenty-four (24) months at no cost to you. Information regarding these services and instructions on how to activate them can be found below. Please note that you must complete the enrollment process as we are not permitted to enroll you in these services.

Enrollment Instructions

Ensure that you **enroll by May 30, 2025** (Your code will not work after this date at 5:59 UTC)

Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/plus>

Provide your **activation code**:

For over the phone assistance with enrollment or questions about the product, please contact Experian’s customer care team at 833-918-9464

Be prepared to provide **engagement number**:

Experian’s call center hours are Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays.)

Details Regarding Your Experian IdentityWorks Credit Plus Membership

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.

Credit Monitoring: Actively monitors Experian file for indicators of fraud.

Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.

Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.

Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.

\$1 Million Identity Theft Insurance: Provides coverage for certain costs and unauthorized electronic fund transfers.

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 your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you may need to provide the following information, depending on whether you make the request online, by phone, or by mail:

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.);
7. Social Security Card, pay stub, or W-2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

¹Offline members will be eligible to call for additional reports quarterly after enrolling.

²The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Under Massachusetts law, you have the right to obtain any police report filed in regard to 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 further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

OSSU understands that you may have questions about this event that are not addressed in this letter. If you have additional questions or need assistance, PowerSchool has set up a toll-free call center, available at (833) 918-9464, from 8:00 a.m. - 8:00 p.m., Central Time, Monday through Friday, excluding major U.S. holidays. Please be prepared to provide the engagement number . You may also write to OSSU at 156 Daniels Road, Suite 1, Hardwick, VT 05843.

Sincerely,

Orleans Southwest Supervisory Union