

EXHIBIT A

Ritenour School District,
2420 Woodson Road,
St. Louis, Missouri 63114

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

March 14, 2025

Dear <<First Name>> <<Last Name>>:

PowerSchool, a software provider used by many schools around the country, including Ritenour School District, notified us that they experienced a security event which impacted data hosted on their systems. Based on the information provided to date by PowerSchool, we understand that the affected data may involve your personal information. We are providing you with information about PowerSchool's event, our response, and resources available to you to help protect your information, should you feel it appropriate to do so. PowerSchool may also notify you of this event via email.

Upon becoming aware of this event, we confirmed the security of our data hosted by PowerSchool, initiated an investigation, and reviewed the information provided by PowerSchool to identify any individuals whose personal information may have been affected. As part of our ongoing commitment to the privacy of information in our care, we are reviewing our policies and procedures to further protect against similar events occurring in the future.

As an added precaution, PowerSchool is offering you credit monitoring and identity theft protection services for twenty-four (24) months through Experian at no cost to you. Please note that you will not be automatically enrolled in these services. We encourage you to enroll in these services as we are not able to do so on your behalf. Details of this offer and instructions on how to activate these services are below.

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You may also enroll in the complimentary credit monitoring and identity theft protection services PowerSchool is offering.

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: CTYU949PRK**
 - This is a universal activation code. All recipients will use the same code to enroll.
- 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: B138812**
 - This is a universal engagement number. All recipients will use the same engagement number to enroll.
- 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 a free credit report, visit 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 one-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 you wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/data-breach-help

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

† The 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.

1-888-298-0045	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, 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, P.O. Box 160, Woodlyn, PA 19094

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

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or the Massachusetts Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above.

We understand that you may have questions about PowerSchool’s 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 **B138812**. You may also write to us at 2420 Woodson Road, St. Louis, Missouri 63114.

Sincerely,

Ritenour School District