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National Council for Community Development, Inc., d/b/a Grow
America
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS269

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April 3, 2025

Re: Notice of Cybersecurity Event

Dear [REDACTED],

National Council for Community Development, Inc., d/b/a Grow America (“Grow America”), is writing to inform you of a recent data security event that may have resulted in unauthorized access to your personal information.

This letter provides you with information about the event and the steps we have taken in response, as well as resources you can use to help you protect against the potential misuse of your information.

While we do not have any evidence that anyone’s personal information has been misused for identity theft or fraud in connection with this event, we are offering free credit monitoring services and this letter includes instructions on how to enroll in those services.

What Happened?

On December 28, 2023, Grow America became aware of a potential cybersecurity incident. Upon discovery of this event, Grow America engaged with a third-party cyber security consulting firm to perform a comprehensive investigation. After that comprehensive investigation, it was determined that there was no evidence that any data was exfiltrated. Grow America, in the interest of being as thorough as possible, retained a second specialized cybersecurity professional to conduct a further forensic investigation. On November 11, 2024, through the forensic investigation, Grow America learned that an unauthorized user may have accessed certain personal identifiable information.

What Information Was Involved?

Although Grow America does not have any evidence that any personal information has been misused for identity theft or fraud in connection with this event, we are notifying you out of an abundance of caution and for purposes of full transparency. Based on our investigation, the following information related to you may have been affected: Social Security Number and Date of Birth.

What We Are Doing

Data privacy and security are among Grow America's highest priorities. Since the discovery of the event, Grow America moved quickly to investigate and secure our systems. Following the isolated incident, Grow America took decisive action by quarantining the affected device, checking and confirming the security of login details, and enlisting a cybersecurity firm to monitor network activity. Moving forward, Grow America remains committed to strengthening the security of its network through ongoing enhancements.

While Grow America has received no information that leads it to believe that the potentially accessed information has been used maliciously by any outside party, in an abundance of caution, to help protect your identity, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for twenty four (24) months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

How Do I Enroll For the Free Services?

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: **82E66DB9BFF0** In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

For More Information

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-800-405-6108 and supply the fraud specialist with your unique code listed above.

We sincerely apologize for any inconvenience this event may have caused.

Sincerely,

Grow America