Dear

The privacy and security of the personal information we maintain is of the utmost importance to Dahlgren Enterprises Inc. DBA Crystal D ("Crystal D"). We are writing with important information regarding a recent data security incident that potentially involved some of your information. We want to provide you with information about the incident, inform you about the services we are providing to you, and let you know that we continue to take significant measures to protect your information.

Crystal D recently became aware of unauthorized access to our network. Upon learning of this issue, we immediately initiated a prompt and thorough investigation. As part of our investigation, we have been working very closely with external cybersecurity professionals experienced in handling these types of incidents. After an extensive forensic investigation and comprehensive document review, we determined on April 21, 2025 that some of your personal information stored on our network may have been accessed and/or acquired by an unauthorized individual. The potentially impacted information may include your full name and provide to Crystal D.

To date, we are not aware of any reports that your information has been used for identity theft or financial fraud related to this incident. Nevertheless, out of an abundance of caution, we want to make you aware of the incident. To protect your identity from any potential misuse of your information, we are offering complimentary access Privacy Solutions for **Solutions**. For more information on identity theft prevention and Privacy Solutions, including instructions on how to activate your complimentary membership, please see the additional information provided in this letter.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a Fraud Alert and Security Freeze on your credit files, obtaining a free credit report, and to the extent it is helpful, measures you can take to protect your medical information. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

We are committed to maintaining the privacy of personal information in our possession and will continue to take many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call our dedicated and confidential tollfree response line at the second s

Sincerely,

Dahlgren Enterprises Inc DBA Crystal D 505 Atwater Cir Saint Paul, MN 55103

- OTHER IMPORTANT INFORMATION -

1. <u>Enrolling in Complimentary</u>-Month Credit Monitoring.

2. <u>Placing a Fraud Alert on Your Credit File</u>.

Whether or not you choose to use the complimentary **and the second secon**

Equifax	Experian	TransUnion	
P.O. Box 105069	P.O. Box 9554	Fraud Victim	Assistance
Atlanta, GA 30348-5069	Allen, TX 75013	Department	
https://www.equifax.com/personal/	https://www.experian.co	P.O. Box 2000	
credit-report-services/credit-fraud-	m/fraud/center.html	Chester, PA 19016-2000	
<u>alerts/</u>	(888) 397-3742	https://www.transunion.com/frau	
(800) 525-6285		d-alerts	
		(800) 680-7289	

3. <u>Placing a Security Freeze on Your Credit File</u>.

(888) 298-0045

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "security freeze" be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting <u>all three</u> nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to <u>all three</u> credit reporting companies:

Equifax Security Freeze	Experian Security Freeze	TransUnion Security Freeze
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348	Allen, TX 75013	Woodlyn, PA 19094
https://www.equifax.com/perso	http://experian.com/freeze	https://www.transunion.com/credit-
nal/credit-report-	(888) 397-3742	freeze
services/credit-freeze/		(888) 909-8872
(800) 349-9960		

In order to place the security freeze, you'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

4. <u>Obtaining a Free Credit Report.</u>

Under federal law, you are entitled to one free credit report every 12 months from <u>each</u> of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. <u>Protecting Your Medical Information.</u>

We have no information to date indicating that your medical information involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

6. <u>Additional Helpful Resources</u>.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

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Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report 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.